



Dear Sir / Madam

Many thanks for your request for information regarding our Lifeline community alarm service. We hope you will see from the enclosed leaflet the benefits the Lifeline service response alarm has to offer.

Lifeline offers peace of mind and reassurance by ensuring that at a simple touch of a button there is always someone there.

Lifeline will allow you to continue living your life to the full, independently and safely in your own home. You can contact the service at any time as it is available twenty four hours a day, every day of the year.

If you have any more questions please do contact us. There is no waiting list and your Lifeline will be installed within ten working days. **To ensure that the installation can take place there must be an electric power point near to the main incoming phone line.** We do not recommend the use of extension cables.

If you decide you would like to go ahead and have Lifeline installed, please complete and return the **Client Application** and **Service Agreement** forms.

Remember to sign and return the **VAT exemption** form if you are applicable.

Yours faithfully,

Mrs Juliet May
Support Services Administration Officer
Tel: 01480 428562

Lifeline Client Application Form



Please complete and return

CLIENT DETAILS		
Mr / Mrs / Miss / Ms / Other	Date of birth	
Surname		
First name(s)		
Telephone number		

KEY DETAILS	
Do you have a key safe?	
Location of key safe	
Key safe number	
Location of spare key	

ADDRESS DETAILS	Address of Lifeline applicant	Invoice address (if different)
House name / number		
Street name		
Town		
City		
County		
Postcode		
Socially rented / private		

DOCTOR'S DETAILS	
Doctor's name	
Surgery name	
Telephone number	

FOR ADMIN USE ONLY	
Client ID number	
Alarm type	
Pendant type	
Rent / purchased	
Machine serial number	
Location of new system	

Medical Information

Please provide details where relevant

MEDICAL DETAILS		
Do you have any medical conditions we should be aware of?		
Do you take any medication for your condition?		
Any mobility problems, do you walk with an aid? Are you prone to falls?		
If you have visits from a regular carer please provide details.	Care provider's name	
	Contact number	
	No. of visits per week	
	Approx. time of visits	

EMERGENCY CONTACT DETAILS			
Name			
Address			
Home number			
Work number			
Mobile number			
Relationship			
Keyholder			

Cambridgeshire County Council provide an Emergency Response service (ERS) to assist in non- emergency situations. Please read the information provided with this application before making and signing to confirm your decision below. *Please delete to indicate your preference with regard to ERS.

I/We* **do / do not*** want my details passed onto ERS if I activate my lifeline:

Service User Signature:	Date
Print name	

Lifeline Community

Alarm Charges 2018 - 2019



Please note: All prices are subject to VAT, however in special circumstances people who are either chronicall ill or disabled can be exempt from paying VAT.

Rental Scheme:

If you wish to rent a unit you will pay:

Connection to Central Control & Administration Costs	£4.40 per week
20.0% VAT (if applicable)	£0.88
Total Due Per Week	£5.28

Delivery and Installation:

There is a £60 delivery and installation fee.

To ensure that the installation can take place as arranged there must be an electric power point near to the main incoming phone line. We do not recommend the use of extension cables.

Purchase Scheme:

If you wish to buy your own unit you will pay for the cost of the equipment and a weekly charge for connection to Central Control.

Lifeline Equipment	£176.15
20.0% VAT	£35.23
Total Cost of Purchase	£211.38

Connection to Central Control & Administration Costs	£2.62 per week
20.0% VAT (if applicable)	£0.52
Total Due Per Week	£3.14

Delivery and Installation:

There is a £60 delivery and installation fee.

To ensure that the installation can take place as arranged there must be an electric power point near to the main incoming phone line. We do not recommend the use of extension cables.

I would like to RENT the Lifeline Unit:

I would like to PURCHASE the Lifeline Unit:

Additional Pendants:

The Lifeline unit is supplied with 1 pendant. Additional pendants can be purchased at a cost of £65.00 each.

I would like to purchase additional pendant(s).

Keysafe:

A key safe can be purchased and installed for the special price of £45 when ordered with the lifeline.

Please tick the box if you would like to purchase a key safe.

Payment:

The client will be sent an invoice at the beginning of the following month after installation and charges may be paid by monthly Direct Debit, cheque, payment or credit / debit card.

Lifeline VAT Exemption Form



Please sign and return.

All prices are subject to VAT at the current rate unless you can declare you are chronically sick or disabled.

Chronically sick means you have an illness which is likely to last a long time, for example, arthritis, diabetes, or heart problems such as angina

Disabled means a physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities. You do not have to be registered disabled to claim relief from VAT, but the nature of your illness or disablement must be specified.

Declaration

I declare that I am chronically sick or disabled, suffering from the medical condition of:

I am receiving Lifeline equipment from the Oak Foundation, Brook House, Ouse Walk, Huntingdon, PE29 3QW and claim relief from VAT under Group 14 of Schedule 5 of the Value Added Tax Act 1983.

Name

Address

Postcode

Telephone number

User signature

 Date



SERVICE AGREEMENT - Please sign and return

This agreement is between Oak Foundation and _____
(Name of User / User representative) for the provision of the Lifeline service.

The agreement will commence from the date of signing by Oak Foundation and will continue until confirmed by notification of termination and return of the Lifeline equipment. Please sign this agreement. A copy will be sent to you once received and signed by the Oak Foundation.

Oak Foundation will:

1. Provide, install and maintain equipment (including initial testing)
2. Repair or replace any faulty equipment as soon as is practical during normal office hours. Please be aware that we do not offer an out of hours service.
3. Ensure that the North Herts Careline will respond to calls made from the LifeLine equipment, at all times, day or night
4. Ensure that, on receiving a call for assistance, the call centre will take immediate action to contact a key holder, Cambridgeshire County Council Emergency Response Service (ERS) or a Doctor or the emergency services as most appropriate.
5. Not accept responsibility for delays in answering the User due to problems with Users telephone line being faulty or occupied by answer machine, fax machine, internet connection or other telephony equipment (or from adverse weather conditions)
6. Reserve the right to:
 - i. End the LifeLine service in cases of non-payment or misuse
 - ii. Review the price of the service fee and to notify the User / User representative of any change in service fee charge with one month's written notice.

The Client will:

1. Pay the installation and delivery charge.
2. Pay the service fee in advance either monthly or quarterly. Failure to do so may result in the service being terminated.
3. Provide personal details as required by Oak Foundation and inform of any changes in these and key holders details
- 4. Test the Lifeline equipment at least once a month to ensure that it is working properly**
5. Not misuse or damage the equipment in any way
6. Report faults or defects in the equipment to the Oak Foundation as soon as possible
7. Give 28 days written notice if you decide to cancel the agreement and return the equipment to Brook House, Ouse Walk, Huntingdon within 7 working days.

General

It must be fully understood that Oak Foundation does not itself operate a response system. Operators will deal with all calls by contacting the User.

Signature - User / User representative _____

Print name _____ Date _____

Signature - Oak Foundation member _____

Print name _____ Date _____

KEEP YOUR DETAILS UP TO DATE!

It is **VERY** important, and in your own interest to keep your details updated.

Please contact us if there is any change in your details such as:

- Change of address
- Change of telephone number
- Change in medical details which will affect your use of the Lifeline service
- Change in your key holders
- Change to your key holders information
- Any change in details

To inform us of any change in your details please call:

THE LIFELINE TEAM

01480 428562

Our ability to provide the best quality Lifeline service depends on us having up to date information about you.

We rely upon you to keep us informed of any changes that may be relevant to your use of the Lifeline service.