



Frequently Asked Questions

Alarms/ Door Entry System



Careline365

orestone 

1. When will this be happening?

By early autumn 2024.

2. How far does the pendant's signal reach?

The pendant should be able to connect to the alarm to send a signal from anywhere in a normal sized house or flat.

3. How does the pendant work?

- You can wear your pendant around your neck or on your wrist.
- It works by sending a radio signal to your Eliza alarm and the alarm contacts the 24-hour monitoring service.
- You will know it's ringing someone because your alarm will tell you. Listen out for the monitoring service to answer so you can tell them what help you may need.
- If they don't hear from you, they will contact whoever you have listed as your contact numbers or the emergency services if they can't reach you or anyone else.
- The pendant has a 5-year battery, and we will know if that battery strength is low and needs changing and will arrange to call out and do that for you.

4. Can I wear it in the shower?

YES. The pendant is very water resistant, and we would recommend you wear it everywhere. The shower and bathroom is a common place to take a tumble so it's worth having your pendant to hand when you most need it.

5. Do I have to wear the pendant?

It is entirely up to you. You don't have to wear the pendant and we understand that not everyone feels that they need this sort of help but this is a service you are paying for as part of your tenancy contract with us, so it is worth thinking about the advantages of using it.

It may be worth chatting to your friends or family to see if your use of the alarm and pendant will give them some reassurance that you have help if you ever need it.



6. What happens if I turn the alarm off at the plug?

- The alarm will send an alert to the Alarm Receiving Centre every 4 hours.
- During office hours: MHA will receive a notification and we will try to contact you to check on your welfare and ask for you to turn the alarm on at the mains.
- Outside of office hours – The Alarm Receiving Centre will try to contact you to ask you to turn the alarm on. They will try your registered next of kin if they cannot get hold of you. If they cannot get hold of you or your next of kin, the next step may be calling the emergency services to attend.
- We're not checking up on you but it's important for us to know if the power supply is interrupted in case there is a fault or power outage. The alarm unit has a backup battery to keep it working during a power cut but this won't last for longer than 36 hours.
- If you are worried about the energy cost of operating the alarm, let us reassure you that it takes a very small amount of power to operate and should cost you around 40p a month.

7. Can the new alarm go in exactly the same place as the old one to save decorating/ blanking plates?

It will be placed as close to your old alarm as possible. It cannot go in the same spot as we will not be able to remove the existing alarm until the whole scheme is fully installed otherwise we will cut off access to the system for your neighbours.

We have the Eliza-S unit which can be wall mounted and this may be a good option to save space.

There are advantages to having an alarm that is portable and can move around your home.

Where the alarm goes will also depend on signal strength as there needs to be a good signal to ensure the unit works well when you need it.

If you want to connect the alarm to your own home broadband, you may need to have it placed so you can connect it to your router.

8. When will the pull cords etc. be removed?

The people that will be installing the alarm will take the old speech module away and cover where it was with a blanking plate to leave it neat and tidy and avoid you needing to redecorate after your new alarm is installed.

We will cut the pullcords, but we won't remove the ceiling fixings as this will cause a lot of disruption and may damage any artexing you have that we will not be able to repair.

9. Will I be charged for both alarms running at the same time until the old one is removed?

No, of course not.

If you are living where you have a door entry system connected to the old alarm system, as soon as the door entry is changed the old system will switch off but even if there was dual running for a while you will only be charged for one system.

10. What will we need to pay for?

MHA will provide the equipment at installation, which includes the careline alarm unit, the pendant and if required an additional plug socket at no cost to you.

As a tenant living in our older person accommodation, you will pay for the ongoing costs for the Sim and the cost for connection to and from the response to the Alarm Receiving Centre.

In the event of any equipment being damaged, removed or lost, you will be charged the full replacement cost.

11. Does the new alarm still link to smoke detectors?

Yes



12. When will the old items be removed?

Old or redundant equipment will be removed at the same time as the new equipment is installed.

13. What does making good following the removal of the items mean?

This means tidying up the area impacted by the works.

We will be providing a blanking plate which will cover where your previous alarm was and will minimize any disruption to you. The hanging pull cords will be cut, to avoid any confusion and the ceiling units will remain in place to minimize any disruption to you.

14. As it is plugged into the electricity, is it going to push my bill up?

Using an electricity cost calculator with current prices, your alarm should cost around 40p per month to run or £4.80 per year.

15. Do I have to have it?

Yes, this is a service you are paying for as part of being a tenant in our older person accommodation. It is entirely your choice whether you use the service.

16. Can I have another Unit for another room?

We will discuss your needs individually, to ensure you have the right product for you.

17. How do I gain access to the building through the communal door?

All residents living within the building will be given 3 key fobs to use to open the communal front entrance door and any other doors with fob readers installed.

18. Can I give any of my fobs to my family members to use to gain entry?

Residents can pass on any of the key fobs provided to allow their family to use, however, any additional, replacement or lost fobs will be provided but it will be at your cost..

19. How do I let people into the building through the front communal door from inside my flat?

You can let people into the building by using your mobile phone or landline phone registered with us. Visitors dial your flat number using the keypad and press the call button. The intercom will initiate either an audio call or a video (if you have a smart phone) to your requested preferred phone number which you will have already provided to MHA.

The intercom uses a phone number with a French prefix +33 *** *** *** it is recommended that this number is saved in your phone as 'Front Door'.

If you answer the call and are happy to give them entry, while you are on the call press the * key. This will open the main front door.

If you answer the call but do not wish to give them access to the building, just hang up the call. The door will not open.

20. How do I receive video calls from visitors?

To receive video calls, you must have a smart phone and you will need to download the 'Intratone app' on every device you want to receive video calls on (you can use as many devices as you want).

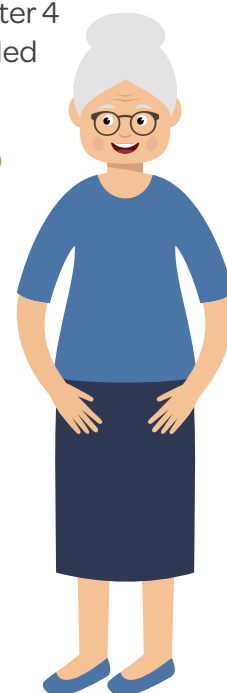
Once the app is downloaded ...

- You will receive a text message with a code which you will need to enter into the app to complete the installation.
- The app should then launch automatically.

Each flat can have 2 phone numbers programmed – if the first number don't answer after 4 rings the second number will be dialed automatically.

21. How will I know how to use the new system?

On the installation dates the electrical contractor will show residents how to use the new door entry system and support residents with downloading the mobile app (if they want this function).



22. How many fobs will I have?

3 door entry fobs will be given for each property (if you need more than 3 this will be something you need to order by calling the customer service team or speaking with Grace or Claire. We recommend you get rid of old door entry fobs to avoid confusion.

23. How will the post person/delivery drivers get in?

The Royal Mail have an access code to use for entry to the flat blocks. Delivery drivers will need to dial your flat number and they will no longer be able to dump parcels on your doorstep if you are out. If you opt to use a mobile phone for your door entry calls you can answer the door whilst you are out and about, so will be able to speak with the delivery driver and give instructions.

24. Can my family/friend/next of kin answer my door entry calls?

You can give permission to someone else to answer door entry calls for you – you will need to provide a mobile phone number for them to MHA and they will need to download the door entry app to be able to see who is at your door via video. You can do this further down the line if you decide to.

25. What happens if I am struggling to use the new door entry or I have problems in the future?

The quickest option is to call MHA customer service on **0345 677 2277** to report any problems. Alternatively, you can speak with the Community Living Officer when she is on site or you can leave a note for the Community Living Officer in the cardboard 'CLO Communications Box' in the communal lounge.

26. What happens if I have poor signal on my mobile phone?

The app function may not work if you have poor internet signal on your mobile phone. In this case, the door entry call will come through as a phone call instead.

27. I'm worried about this new technology, can I just keep it simple?

Yes. The most straightforward option is to receive your door entry calls as a phone call. This is most similar to the old system.

28. What if I have a new telephone number once the new door entry system has been installed?

You will need to contact MHA customer service on **0345 677 2277** to provide your new telephone number. Alternatively, you can speak with the Community Living Officer when they are on site.

29. What if I lose one of my key fobs?

You will need to contact MHA customer service on **0345 677 2277** to report the loss so that fob can be deactivated on the system. Any replacements will be recharged.

