



CORPORATE ALARM MONITORING CENTRE

SERVICES PROVIDED FOR INTERCOM PROPERTIES

You have signed a Tenancy Agreement to accept a Council property which has an intercom facility linked to the Corporate Alarm Monitoring Centre.

Please take the time to read the following information on the services that we will be providing for you.

Using the Wardens Intercom System

The property is fitted with pull cords in a number of rooms. These are provided for you to use to summon assistance in an emergency. It is in your interest that they remain accessible at floor level so please **do not** cut them or tie them out of reach. When you have activated the system you will hear a friendly mobile warden speak and ask if there is a problem. It is very important that you reply even if the call is a false alarm. If the mobile warden does not receive a reply from you then appropriate action must be taken and either the emergency services or a mobile warden will attend your property.

Testing the System

It is important that you test your intercom system regularly. Every month you should pull one of the cords in any room, when the call is answered just explain that this is a test call. Repeat this for a different cord the following day until they have all been tested.

Smoke Detectors and Carbon Monoxide Detectors

For your safety the property also benefits from a smoke detector which is linked to the intercom system. This means that should smoke be present in your home the detector will sound in the property and it will also place a call on the system to notify the Centre of this potentially dangerous situation. Our operators will speak to you to try and find out details of the problem but if we are unable to do so we will request the assistance of the fire service. Again do not worry if the detector activates during cooking, please speak to the operator and he/she will be pleased to reset the equipment. Once a year an engineer will visit your property to maintain, clean and test your smoke detector.

A carbon monoxide detector is also fitted in properties that are heated by solid fuel these work in a similar way to the smoke detectors and are also maintained annually.

Your Personal Information

For you to gain maximum benefit from the intercom it is vital that the information we hold about your personal and medical circumstances are accurate and up to date, if your circumstances change within period of residence it is important that you notify the Centre. You can do this either by pulling you cord and speaking or by telephone to:-

Corporate Alarm Monitoring Centre – 01302 323444 – phones answered 24/7.