

How does it work?

We tailor our service around you.

We give you a personal alarm which you can carry around your home. If you have an emergency, simply press the button on your alarm to contact one of our dedicated members of staff.

We will assess you then either visit you at home or arrange the help you need.

Our staff are trained in first aid and moving and handling people. We have the latest equipment to help you back on your feet should have a fall. Staff also carry defibrillators in their vehicles.

We do not tie you into minimum term contracts and you can end your service with us at any time with no termination costs.

How can you pay

Direct Debit is the easiest way to pay. You can also make payments online using our Allpay service.

More information

The personal alarm service is delivered by Thirteen – one of the largest providers of social housing in the North East.

We have over 70,000 customers and manage more than 33,000 homes in locations from Northumberland to York.

For more details about our services, you can contact us to speak to one of our specialists. They'll be able to discuss the right package for you.

Please contact us the Assistive Technology Team on:

☎ 0300 111 1000

✉ customerservices@thirteengroup.co.uk

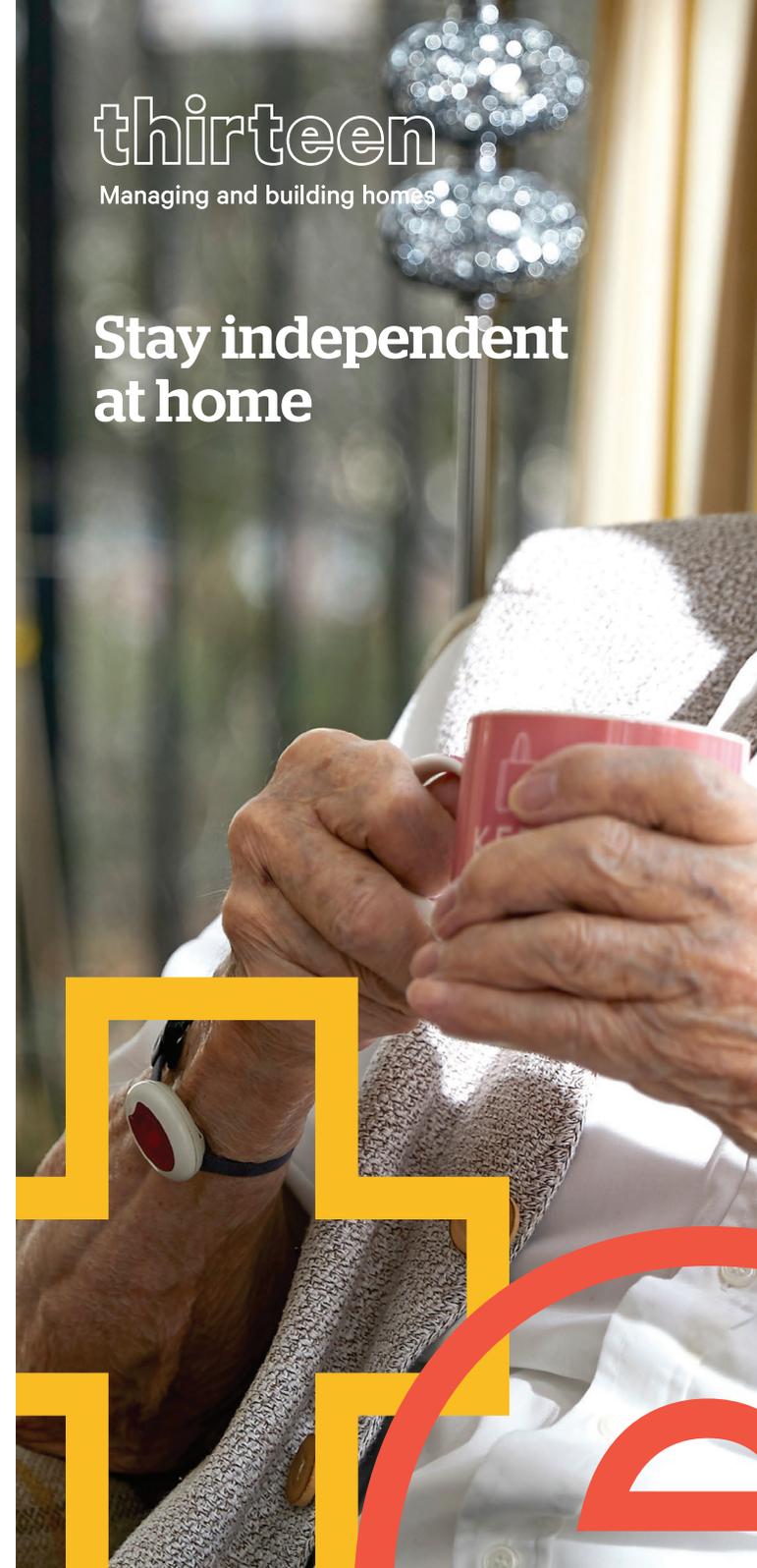
🌐 www.thirteengroup.co.uk/supportedliving

'Give your family and yourself peace of mind that we are here for you.'

thirteen
Managing and building homes

thirteen
Managing and building homes

**Stay independent
at home**



Helping you stay independent at home

For many older or vulnerable people, there's an increased risk from emergencies at home.

As people age or their condition deteriorates, there's more chance of slips or falls, accidents with household objects, or sudden health problems.

We know that it can be difficult and expensive to arrange round-the-clock care, so our personal alarm service provides peace of mind to you and your family if any of these issues affect you.

Personal alarm service

For over 30 years our personal alarm service has been delivering peace of mind to older or vulnerable people and their families.

We offer support to people who are:

- living alone
- older or vulnerable
- caring for someone
- young carers
- recovering from illness
- living in isolation or feeling lonely
- worrying about cold callers or intruders
- suffering from domestic violence.

Packages available

Package 1

- Monitoring the alarm and responding as needed
- £3.99 per week
- This includes a free key-holding service.

Package 2

- Alarm monitoring and response service including fire monitoring
- £4.99 per week
- This includes a free key-holding service.

Package 3

- Alarm monitoring and response specifically for falls
- £4.99 per week
- This includes a free key-holding service.

The service is accredited by the Telecare Services Association.

Personalised alarm service

The Homecall personal alarm service is delivered by Thirteen from £3.99 per week. The service can include:

- 24/7 service, 365 days a year service
- response service to your home
- professional local staff.

Our service has been established for 30 years. We answer 98% of all our calls in under 60 seconds and 9 out of 10 customers tell us they are happy with the service they receive.

‘Our team of professionally trained staff are there whenever you need them.’



Code of Practice
Accredited Organisation