



# Accessing Your Premises In An Emergency

Cross Keys Homes' Lifeline service does not hold keys for its customers in the control centre. We expect the customer to make keys available to key contacts, either by providing them with copies to hold, or by installing a key safe in a secure place on the service user's property. The combination to this safe needs to be given to the key contacts by the service user. It is also advisable that it should be held by the control centre in addition. If the control centre holds the combination to a key safe, it will only be released to the emergency services at the time that we call them to respond. Cross Keys Homes can provide assistance in installing a key safe but there is a charge for this service.

In certain circumstances it may be necessary to force entry into your premises, with the need for subsequent repairs to the property.

## Maintaining arrangements to facilitate key holder access

It is vital that you maintain the ability of your key contacts and those supporting you to gain access to your property at all times of emergency. For that reason, if you have less than two contacts we will always require you to have a key safe installed at your property before we can accept you onto the service.

## Notification of planned periods of absence

It is important to us to know if you are planning to be absent from your home for any prolonged period of time. Knowing whether you can be

expected to be at home or not at any time can affect the way that we deal with certain calls coming into the control centre.

## Reasonable access to allow for maintenance, repair or recovery of the Lifeline equipment

In order to maintain an effective service to you, there may be times when we need to visit you in your home to attend to the Lifeline equipment. We would give reasonable notice of this and would expect our customers to give us the access we need.

**See the leaflet 'Your Lifeline agreement' about things we expect you to agree to regarding access to your premises if you use the Lifeline service.**



Telecare Services Association Member.  
Website: [www.crosskeyshomes.co.uk](http://www.crosskeyshomes.co.uk)

Holders of the Charter Mark accreditation (Dec 2006),  
in recognition of customer service excellence

Cross Keys Homes Limited is registered in the United  
Kingdom, registered number: 4557701

Cross Keys Homes Limited is a registered charity,  
registered number: 1104746 Ref. PST5

**JUST PRESS AND HELP WILL BE THERE**

**LIFE LINE**

A service provided by

  
**CROSS KEYS Homes**  
You'll be at home with us.