

## **HELP SHEET: HANOVER ON CALL**

### **What is Hanover on Call?**

It is the monitoring and response centre which deals with your alarm calls, and gives support and assistance to Hanover residents, 24 hours every day, 365 days a year. Hanover on Call is the service you can always contact when ever you need help and your estate manager (if you have one) is not available.

### **When should I use Hanover on Call?**

- If you are feeling unwell and need help.
- If you have had a fall, an injury or a shock.
- If you have a worry over security, for example if you see someone acting suspiciously on your estate.
- If you have an emergency repair, such as a leak from a burst pipe.
- If you are unable to get into your property you should activate the alarm from a neighbour's property or an alarm cord or button in the communal area on your estate if you have one.
- In a situation where you feel distressed and need reassurance or comfort from someone.

### **How well does Hanover on Call understand my needs?**

When you contact the On Call monitoring centre using your alarm system, as your alarm call is answered the operator will see your information on their computer

screen: name, address, date of birth, medical details, doctor and your named friends or relatives that you have asked us to alert (should the need arise). That is why this information is really important to us and you should ensure that you tell us about any new phone numbers or addresses for these contacts.

## **Will Hanover on Call ever call me?**

The operators can make calls to you through the alarm system when needed. However this would normally only be done in the following circumstances:

- A relative or neighbour or friend is worried for your well being;
- The Estate Manager has specifically asked us to contact you when they are away from the estate. Please ask for our leaflet on [Reassurance Calls](#).

## **How can I contact Hanover on Call?**

You can activate your alarm by either:

- Pulling a pull cord in your property if you have them.
- You can press the button (usually red) on the front of your alarm unit. If you have more than one button check in advance with a member of Hanover staff which one you should use.
- You can press your pendant if you have one.

Or, you can telephone Hanover on Call on 0844 892 1013.

Although Hanover on Call checks every estate's warden call alarm equipment on a daily basis, if you have any concerns about your alarm equipment then please do contact Hanover on Call on 0844 892 1013.

### **What happens if my alarm is activated in error?**

Don't worry, the alarm is designed to activate easily. When the call connects to Hanover on Call, the operator will speak to you; just confirm to them that it is a false alarm / mistake and that everything is all right. Please remember that *if you do not answer the operator* they will have to treat the call as an emergency

### **What happens if my smoke detector goes off accidentally?**

Again, there is no need to worry, this happens and the Hanover on Call team are used to dealing with smoke alarms activated by mistake. However *please remember to answer the operator,* because if you don't the operator will have to treat the call as an emergency and call the Fire Brigade.

### **Accreditation**

In June 2006 Hanover on Call was awarded Telecare Services Association (TSA) Accreditation to the TSA Code of Practice. This award is audited annually to ensure compliance with best practice and performance standards.

From June 2006 Hanover on Call has continuously achieved the required standards.

## **Finally**

Please note that all alarm calls and telephone calls received into or made from Hanover on Call are automatically recorded. The recordings are kept for 12 months and may be used for training purposes