

YOU'RE A KEYHOLDER



You have been nominated as a keyholder for someone who uses a Hanover Housing alarm service.

This leaflet explains what being a keyholder means and also details your responsibilities

WHAT DOES A KEYHOLDER DO?

Hanover provides an alarm service to the person you are a nominated keyholder for. This means they can use the equipment installed in their home to contact our control centre at any time - 24 hours a day, 7 days a week - if there is an emergency or if they feel they need to contact us.

There may be occasions that we ask you to visit the person. This may be because:

- ▶ we have been unable to contact them;
- ▶ they have specifically asked for you to attend;
- ▶ the situation cannot be resolved over the phone; or
- ▶ they have fallen and are uninjured, but are unable to get up (the police and ambulance service will refuse to help an uninjured person to get up).

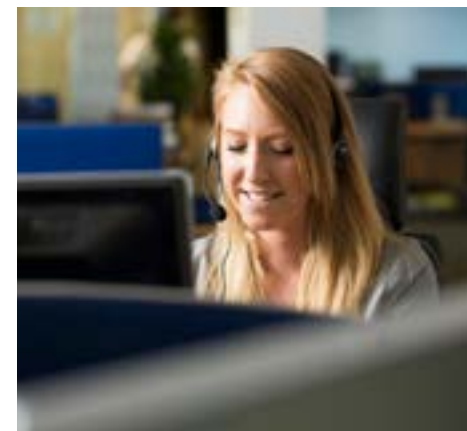
We could contact you at any time of the day or night. However, we would only contact you at night in an emergency.

If you do visit the person, we will stay on the line so we can support you if required and to ensure that the person is safe before ending the call.




AS A KEYHOLDER, WHAT ARE YOUR RESPONSIBILITIES?

- ▶ You must ensure that we have up to date contact information for you.
- ▶ You must let us know if you are not going to be available to attend, for example if you are going on holiday or are going to be away for a period of time.
- ▶ We may also occasionally ask you to help the person test their equipment.



**To let us know about any of the above, or if you need more information about what being a keyholder means, you can call us any time of the day or night on
0345 604 4686**



We can produce this document in different formats, for example Braille, audio, large print or other languages.

For more information call **0131 557 7437** or email **alternativeformats@hanover.scot**

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