

Key safes

We can fit key safes to any home to improve the choice of services we provide to our customers.

Key safes are small, heavy-duty metal safes that hold your keys securely. They will not open unless you know the right code.

We will hold the code on our system. We will only issue it to the emergency services and your nominated key-holders so they can get into your home quickly if you need help.

Key safes are available from local hardware suppliers at low cost for you to fit at home. Alternatively, we can supply and fit these for you. Please ask for current prices.

A wide range of telecare equipment to aid independent living can be seen on our website.

For more information about our services or to book a free demonstration, please call our Careline.

Phone: 0845 310 2950

Fax: 01635 572287

Email: careline@sovereign.org.uk

Website: www.sovereigncareline.co.uk

We will record calls to the Careline.



Sovereign Housing Association Ltd

Berkshire House
22-24 Bartholomew Street
Newbury RG14 5LL

Phone: 01635 572220

Website: www.sovereign.org.uk/south+west

Sovereign Housing Association Ltd is a charitable association and part of The Sovereign Group.

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telecare code accredited
Service tailoring
Telecare installation
Call monitoring



Corporate member of
Plain English Campaign

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Committed to clearer communication.



Charges and services

Helping you make choices that give value for money



Standard monitoring service

Careline equipment rental and monitoring service is available 24 hours a day, 365 days a year.

Costs

For customers living in the West Berkshire Council area.
From £2.75 a week

For customers living outside the West Berkshire Council area.
From £3.30 a week

Alarms being used temporarily. (Eight weeks or less).
£50 single payment

Extra services

Hiring an extra pendant.
From £1.15 a week

Buying an extra pendant.
£60

Replacing a lost pendant.
£60

Daily reassurance call.
From 65p a call

We will charge you for lost units. (Please make sure they are covered under your household insurance).
£175

Monitoring only

(If you have bought your own equipment).
From £1 a week

Prices do not include VAT.

Please note that we will not charge VAT to people who are exempt under HM Customs and Excise guidelines.

