

Because everybody
knows there's no
place like home...

7



Ways to pay

When you join ActiveLink, you can choose a payment option that will be most convenient for you. These include paying by Credit Card, Debit Card, Direct Debit or at a PayPoint location in local shops and post offices. You can also choose whether you pay weekly, monthly or quarterly.

How to get in touch

If you think you might be interested in ActiveLink, please talk to us to find out more. You can call

Telephone: 0808 202 7728

Fax: 01209 722472

Or, if you prefer, you can write to us at:

Ferris House, Dolcoath Avenue, Camborne

Cornwall TR14 8SD

email: customer.service@coastlinehousing.co.uk
or visit our website at www.coastlinehousing.co.uk



This document is available in other formats, for more
information please contact us



BUSINESS REPLY SERVICE
Licence No. PY667

Coastline Housing Ltd
Ferris House
Dolcoath Avenue
Camborne
Cornwall TR14 8BR

2

No place like home...

Whatever your age and whatever your situation, most people want to stay in their own homes as they grow older or become less independent. ActiveLink aims to help people do just that.

ActiveLink is run by Coastline – a not-for-profit housing and care company based in the heart of Cornwall.

We are an accredited provider, offering a reliable, trustworthy and friendly service to over 5000 customers, many of whom are elderly and disabled. We help people to stay in their own home and keep their independence by offering the support of telecare monitoring equipment, urgent response alarms, a repairs service and much more.

Many customers find that having easy access to both practical and emergency help can prevent making a difficult and costly decision to move into residential care, when they would really rather stay at home... while bringing peace of mind for friends and relatives.

ActiveLink is an ethical business committed to helping customers make the lifestyle choices that suit them best, and meeting the diverse needs of all the communities and individuals we serve.

Peace of mind...

ActiveLink: always ready to bring emergency support. Includes...

ActiveLink Standard

- ▶ Latest telecare monitoring equipment
- ▶ Many emergency button options (pendant, brooches, wristbands etc.) to suit you
- ▶ 24-hour alarm monitoring and response
- ▶ Coastline urgent response staff on standby
- ▶ Emergency notification call for two contacts of your choice
- ▶ Contract covering maintenance and repair
- ▶ Preferential responsive repairs service

...and a friendly face

Our premier services offer regular home visits and other benefits...



Our staff

We understand that inviting someone new into your home can be a daunting experience, so we make sure all our staff are highly qualified, experienced, have been checked by the Criminal Records Bureau and carry identification. They are all committed to helping people lead fuller and moare independent lives, free from worry.

Our staff have consistently been given high customer satisfaction ratings and we hope that you will be just as pleased with the service they bring you.

ActiveLink Bronze

All the benefits of ActiveLink's standard service – PLUS a **monthly home visit** from a Coastline Supported Housing Officer to check your equipment and ensure you're receiving the right support.

ActiveLink Silver

Includes everything outlined in the standard ActiveLink service – PLUS the benefit of a **weekly home visit** from a Coastline Supported Housing Officer.

ActiveLink Gold

Every benefit outlines in the other ActiveLink packages – PLUS...

- ▶ Daily home visit from a coastline Supported Housing Officer (five and seven-day week options available)
- ▶ Preferential **responsive repairs** service
- ▶ 24-hour emergency home repairs on standby

Please complete and return this form for further information on ActiveLink.

Name:

Address

Tel:

Email:

I am interested in:

- Urgent Response Alarms
- Regular Home Visits
- Home Repairs Service
- Personal Care
- Domestic Services
- Other Services
- Information requested for:
- Myself
- Friend/family member
- Patient
- Other (please specify)