

## Accessing your home in an emergency

Herefordshire Careline does not hold keys for its customers. We expect the customer to make keys available to emergency contacts. This can be done by providing either copies to hold, or by having a key safe installed in a secure place at your property. The combination code for the key safe needs to be given to your emergency contacts and must also be passed to the control centre. If the control centre does hold the combination, it will only be given to those who are known to require access in an emergency situation (for example police or ambulance staff).

In certain circumstance it may be necessary to force entry to your home, with the subsequent need for repairs to the property. However, it is imperative that you maintain the ability of your emergency contacts to gain access to your property at all times.

## Notifying us of planned periods of absence

If you are going to be away from your home for a prolonged period of time, it is important to inform us of this. We need to know whether you can be expected to be at home or not as this can affect the way we deal with certain calls coming into the control centre.