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Worcester Solves Access Issues with Keysafes

Worcester Community Housing (WCH) lets, manages and maintains 16 sheltered schemes comprising 728 affordable homes within the city of Worcester. Its customers' needs are varied and WCH works with a range of care services to ensure their ongoing health and wellbeing. This means several service providers visit multiple addresses in the sheltered schemes on a daily basis. Given the immobility of the largely elderly and disabled population of WCH sheltered housing residents, gaining regular access to their homes was causing key holding chaos.

To solve the problem, some customers opted for the potentially dangerous solution of hiding a key outside their property. This did not help the emergency services who would occasionally be summoned to attend a distressed resident with serious medical requirements and be forced to break down doors. It was clear that a consistent approach was needed to ensure safe access to customers' properties. Having received leaflets from Supra promoting its GE KeySafe™, WCH approached the company to trial the product which fits securely to exterior walls or doors and stores keys behind a pass code-protected cover.

Nina Chinery from WCH said, "The GE KeySafe™ enables our customers to give the pass code to those they trust to give immediate access to their properties. This in turn helps our customers remain independent and continue to receive the care they need in their own homes. In the event of an emergency, sudden illness or accident there is now no need to force entry to a customer's property. We have also found the GE KeySafe™ useful at void properties where various tradesmen enter our properties to undertake necessary repairs and inspections."

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For further information please contact:

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