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## Charnwood Selects GE KeySafe For Better Service

As part of Charnwood Neighborhood Housing, Charnwood Lifeline monitors 15 sheltered units with over 400 clients, more than 1,200 central alarm system properties with visiting wardens and 1,000 private lifeline alarms. To facilitate emergency access to clients' homes, Charnwood has used GE KeySafe™ from Supra for many years.

With private Lifeline clients, Charnwood initially offered two levels of service. The first was a monitor-only service which relied on the client's family and neighbours having keys and the other level of service provided warden assistance on emergency calls. The second included the installation of a GE KeySafe so wardens or emergency services could gain urgent access to their property.

Over time, Charnwood found that the second level of service was by far the most effective in avoiding police break-ins when key holders were unavailable. As a result, Charnwood abolished the lower level of service and now installs GE KeySafes™ to all Lifeline clients' properties.

Michelle Kirkhill, Lifeline Officer from Charnwood said, "The GE KeySafe™ is invaluable for our service users. Many of our clients have had falls or medical emergencies and our control operators pass the secure keysafe code to the ambulance service enabling our clients to have a quicker response without waiting for key holders or the police to break into the property. The GE KeySafe™ saves time; it can save lives and also saves money.

**-Ends-**

For further information please contact:

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