Translations

Panjabi

ਲਿੰਕ-ਲਾਈਨ ਸੰਬੰਧੀ ਇਹ ਪਰਚਾ ਪੰਜਾਬੀ ਵਿਚ ਮੌਜੂਦ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਕ੍ਰਿਪਾ ਕਰਕੇ ਹੰਸਲੋਂ ਦੀ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋਂ: 020 8583 2297

Gujarati

લિંકલાઇન વિષે સમજાવતી આ પત્રિકા તમને ગુજરાતીમાં મળી શકે છે. વધુ વિગતો માટે કૃપયા તમે હાઉન્સલો ટ્રાન્સલેશન અને ઇન્ટરપ્રિટેશન સર્વિસને આ નંબર પર સંપર્ક સાધોઃ 020 8583 2294

Somali

Warqaddani waxay ku saabsantahay khadka xidhiidhka (Linkline) oo ku qoran afsoomaali. Fadlan kala xidhiidh adeegga tarjamadda iyo afcelinta Hounslow 020 8583 2290 Wixii faahfaahin ah.

Albanian

Kjo broshure lidhur me Linkline eshte ne dispozicion ne gjuhen shqipe. Ju lutemi kontaktoni sherbimin per perkthime ne Hounslow ne numrin 020 8583 2295 per te dhena.

Hindi

लिंकलाइन के बारे में यह पत्रिका हिन्दी में उपलब्ध है। और जानकारी के लिए हंसलो की टांसलेशन सर्विस को 020 8583 2520 पर फोन करें।

Urdu

لنك لائن كِ متعلق ليف ك أردُوز بان مين دستياب ہے، براو كرم تفصيلات كيلئے ہاؤنسلوٹر اُسليشن اينڈ انٹر پراٹيشن سروس كواس نمبر پر 020 8583 2295 مينون كريں۔

Farsi

این نشریه در مورد لینك لاین به زبان فارسی مهیا می باشد. لطفا جهت دریافت جزئیات بیشتر با خدمات ترجمه هانسلو با شاره تلفن 8583 2290 عاس حاصل غایید.

Arabic

تتوفر هذه النشرة عن لينكلاين Linkline باللغة العربية. يرجى الاتصال بدائرة خدمات الترجمة في هاونزلو على هاتف رقم 2290 8583 020 للحصول على التفاصيل.

Other leaflets available from Hounslow Homes:

- Sheltered Housing
 - independent living with a little bit of backup
- Older Peoples Survey
 - Best Value review 2001-2002
- Welcome to Hounslow Homes
 - giving details of Hounslow Homes Management Team and Board Members
- Your Tenant Compact
 - How tenants can get involved and participate in decision making with Hounslow Homes
- How to complain about our services

Copies of these leaflets are available from area Housing Offices and our head office at St. Catherine's House, Feltham.

How to contact us

If you would like to know more about our service, give us a ring on 020 8583 4400. Minicom: 020 8583 4377.

Language line: 020 8583 2298.

We welcome your comments and suggestions for improving the service we currently provide.

You can contact us at: **Linkline,** Hounslow Homes Ltd. St. Catherine's House, 2 Hanworth Road, Feltham TW13 5AB

Published by Hounslow Homes Communications Team,

St. Catherine's House, 2 Hanworth Road, Feltham TW13 5AB

August 2003

Tel: 020 8583 4400









LinkLine

Help and reassurance 24 hours a day

020 8583 4400

What is Linkline?

Linkline is an immediate response telephone service which enables you at the touch of a button to alert someone when you need help. You may need assistance in an emergency or just reassurance. Linkline staff are available 24 hours a day, 365 days a year via the telephone to help you live independently with peace of mind knowing that help is at hand.

Who is the Service for?

The Linkline Service is available to any resident in the Borough of Hounslow who feels they may benefit from the security and peace of mind



the service offers. Current users of the service include:

- Older People
- People with disabilities
- Individuals who feel threatened or vulnerable because of previous incidents of domestic violence or racial harassment.

How does it work?

- You are given a small base unit with a trigger button and an accompanying pendant which can be triggered from anywhere in the home.
- As soon as the trigger button is pressed the alarm will automatically dial our control centre.
- Once received the call is answered by our experienced Linkline staff who will be able to speak to you and will decide what action to take. This might be calling an Ambulance, the Police or your GP.

- If you are unable to speak to the staff, we will have your information on the screen and will contact your nominated key holders, such as family or friends as necessary and ask them to visit you. If we cannot get a reply from your keyholders, we will contact the emergency services.
- If we have not heard from you for a continous period of 6 weeks we will contact you to check that the equipment is not faulty.
- All calls to the control centre are recorded and monitored to ensure you receive a good service.
- All users receive a newsletter twice a year, giving you information about how the service is doing and seeking your views annually on what improvements we can make to the service.



What will I need to connect up to Linkline?

All you will need is:

- A telephone
- A telephone point
- A 13 amp electrical socket close by
- A minimum of two key holders. (If you have a problem providing key holders you may be able to use a key safe. Ask Linkline staff for details).

Your key holders can be neighbours, friends or relatives who live close by and hold keys to your property. They will need to be willing to respond during an emergency, day or night.





If you are not sure whether Linkline is right for you, contact our staff on the above number and have a free demonstration to see the equipment, meet the staff and discuss any concerns you have. You are under no obligation to have the Linkline alarm fitted following the demonstration.



Users can communicate with our staff via a small base unit.

What is the weekly cost?

The weekly cost for the service is:

Total cost	£3.00
Monitoring	£1.50
Rental	£1.50

How long has Linkline been in operation?

Linkline has been providing the service for the London Borough of Hounslow residents for over ten years now.

We are part of Hounslow Homes – who manage Housing for the Council. We also monitor the Council's sheltered housing units, door entry systems, lifts, fire alarms and concierge schemes 24 hours a day, 365 days a year.

We work closely with the police who recommend our system as a deterrent against break-ins. If you are worried when a stranger comes to your door, simply press the pendant and our operator will contact the police.