

TOPIC PAPER

SECURITY



HEADLINES

- Security a priority.
- 24 hour Careline support system.
- Camera entry system for use with a standard TV.
- Intruder alarm & mains connected smoke detector.
- Maintenance by CRL Customer Services.

Safety and security within Churchill Retirement Living developments is our priority. We want to provide our owners with the peace of mind to relax and enjoy their new lifestyle.

24 HOUR CARELINE SUPPORT SYSTEM

A 24 hour emergency Careline system is provided via a discreet personal pendant alarm and bathroom call point. In an emergency this system provides contact to either the Lodge Manager, when on duty, or a member of the Careline team 24-hours a day, 365 days a year.

INTRUDER ALARM & MAINS CONNECTED SMOKE DETECTOR

An intruder alarm is fitted to the front door of every apartment and on the ground floor sensors are fitted throughout the apartments. Sophisticated fire and smoke detection systems are fitted in all apartments and throughout the communal areas in the development. Both the intruder and fire alarm systems are connected to the Careline system.



CAMERA ENTRY SYSTEM FOR USE WITH A STANDARD TV

A camera entry system is installed and can be operated via a standard TV from the owner's apartment. This allows owners to view a visitor before letting them in at the main entrance door simply by changing the channel on the TV set.





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LODGE MANAGER

Most importantly there is a Lodge Manager who is responsible for the effective and smooth running of each development. They are often seen as a neighbour that owners can call upon. They keep an eye on owners apartments when they go away, providing peace of mind for a safe and secure retirement when in a Churchill Retirement Living apartment.



MAINTENANCE BY CRL CUSTOMER SERVICES

A dedicated Customer Service department ensures Owners' needs and concerns are professionally addressed when they have moved into a Churchill apartment. The team endeavour to respond and resolve all general defects within 21 days from the date they were reported, and all urgent items with 24 hours. Customer Service technicians are allocated a region, attending to any defects or faults within the first two years an owner moving in. The technicians converse with owners' regularly and build up a rapport with owners meaning they become a trusted and friendly face within the development.



ABOUT CHURCHILL RETIREMENT LIVING

Churchill Retirement Living has specialised in the provision of purpose built apartments designed for older people, since 1998. Our developments are located throughout England.

Our self-contained apartments are specifically designed to meet the needs of independent retired people, and are provided for sale contained within a single block. The apartments are sold with a lease containing an age restriction which ensures that only people of 60 years or over, or those over this age with a partner of at least 55, can live in them. Our accommodation is managed by Millstream Management Services Ltd, a company wholly owned by Churchill Retirement Living specialising in the management of retirement developments.

Churchill Retirement Living is an award winning developer of retirement housing and won the Best Medium Housebuilder of the Year award in 2012 and The Most Outstanding Retirement Housing Operator in the UK in 2012 for the fourth consecutive year. Details of further awards which the company has won can be viewed at www.churchillretirement.co.uk.

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