

# Understanding some of your charges

## Telecare service contract charges

**If you live in one of our independent living schemes, you might have access to a telecare service. Some residents might have a pendant, and some might have a screen in their home, which allows direct contact with Service 24 in case of an emergency or if support is needed. These are known as telecare services.**

The telecare equipment is serviced annually and tested monthly to make sure it correctly calls the service provider, and any battery backup operates correctly. We use Appello as our contractor for the annual service. We also pay for a SIM card charge to enable the system to call the provider.

PA pays a monthly maintenance and annual service cost. This means we know what our costs are each month for the routine testing and servicing, and this is what we pass onto you. We also pay for any callouts if the telecare system stops working. Our aim is to get things working again within 4 hours for an emergency and final fix within 24 hours to keep you safe. If parts need to be ordered, this could take slightly longer. The cost for this isn't included in our service contract and we don't know in advance how many callouts or repairs we'll get in a year. We know that things sometimes fail, and we've estimated what the costs of this might be. In some years it might be higher and in other years lower, but we believe the charge to be fair.

### **2026/27 changes:**

As part of the system, we also pay for a SIM card charge to enable the system to call the provider. These costs were previously covered by PA but we cannot continue to do so which is why you might see an increase in your service charge.

### **Do you have any questions?**

If you have any questions about your telecare service contract charges, please contact us or visit our website for more information.

[www.pahousing.co.uk](http://www.pahousing.co.uk)

