

Guidance on key safes, landlord and insurance notification

Key safes

What is a key safe?

A key safe is a small strong metal box measuring approximately 5 by 3 inches which is fitted to the outside of the service user's property and houses a spare door key. The key can only be accessed by the use of a confidential code which we will store securely on your behalf. This code can be reset at any time.

Why is one needed?

The community alarm and telecare services provided by Hertfordshire Careline utilise a key safe (supplied and fitted at no cost to the client) so that the emergency services can get quick access to the service user's property in the event of a problem. Although we will always try to make contact with the service user's friends or family first, there may be times when this is not possible. On these occasions, our Emergency Fallback Response Service or the emergency services may be asked to attend the property. Without a key safe, it may be necessary to forcibly enter the property and the householder could be faced with an unexpected and potentially costly repair bill.

How much does the key safe cost?

Hertfordshire Careline will supply and install a Supra Permanent key safe free of charge.

Where will the key safe be situated?

The key safe will be securely placed on the outside of the service user's property by a trained member of staff according to advice provided by Hertfordshire Constabulary. It has a weatherproof cover for added durability.

Will the fitting of the key safe cause any damage?

Our key safes are professionally installed by a trained member of staff and are secured to your property by four screws into external brickwork or similar. Removal of the key safe may necessitate some superficial patching.

Is a key safe always needed?

Generally yes. However, in a small number of instances it may not be possible to fit a key safe - in these cases the service user's volunteer responders will be asked to hold spare keys. Whilst every effort will be made to contact these key holders in the event of an emergency, please note that emergency services may use force to gain entry to a service user's property in order to protect life. Please note that Hertfordshire Careline, its agents, and the emergency services are not liable for the costs of repair associated with forced entry in these circumstances.

Landlord notification

If the service user is a tenant we recommend that the landlord is notified regarding the fitting of a key safe. Landlords rarely object to these requests. For your convenience an electronic version of a landlord template letter can be downloaded from the FAQ section of our website www.care-line.co.uk

Insurance notification

If the service user has either household or contents insurance we recommend that the insurer is notified regarding the fitting of a key safe. Hertfordshire Careline uses high quality, secure key safes provided by Supra, as leading manufacturer of security products and so it is very unlikely that an insurer will object to their use.

The information outlined above is for guidance purposes only and applies to key safes fitted by Hertfordshire Careline only. More information can be found at www.care-line.co.uk or on 0300 999 2 999

