

## **CarelineUK wins new Scottish contract**

### **Trust Housing Association signs four year deal with leading telecare monitoring company**

Trust Housing Association has signed a new four year agreement with leading telecare response service CarelineUK. The contract includes out-of-hours and social alarm monitoring for over 1,700 service users in 23 local authority areas across Scotland.

CarelineUK already supports around 6,000 residents in Scotland providing around-the-clock telecare monitoring services in the event of a fall, emergency or crisis. The reassurance this provides enables people to live a much more independent and active lifestyle and can reduce the worry and anxiety for them and their family.

For many housing associations the time and resource required to provide an out-of-hours service can create a financial and operational burden. By contracting this to CarelineUK,

Trust Housing can reduce this and still ensure a professional and flexible service for residents should any out-of-hours maintenance situations arise. CarelineUK's out-of-hours building facilities management service already supports over 500,000 users across the UK.

It is the first time the not-for-profit housing association and telecare monitoring provider have worked together. The contract was awarded by tender and was determined seventy-percent on quality and thirty-percent on price.

Gail Gourlay, Head of Customer Services for Trust Housing said, "The CarelineUK bid was selected following a detailed competitive tendering process. We look forward to building a positive business relationship with CarelineUK, with our tenants and service users at the heart of the service".

Carl Atkey, Head of CarelineUK said, "Scotland is a very important market for us so it is gratifying to be awarded such a sizeable new contract."

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#### **For further information please contact**

Rebecca Williams or Sonal Patel

Launch Group

020 7758 3934

#### **About CarelineUK**

Based in New Milton, Hampshire, CarelineUK provides a vital and often life saving service for individuals wishing to lead a more independent life. Established in 1988 it is a leading provider of telecare response services in the UK responding to over 1.5 million calls annually. It serves local authorities, housing associations, charities and property management companies, as well as individuals.