

In this issue – Keeping Costs Down, 20 Years with the Best, & Medina Housing Award 5 Year Contract.

In Autumn News we would like bring you up to date with some of the events at Lifeline.

We would also like to thank you for your continued business and support, by offering what advice we can to keep our level of service to the standard you expect. – Mark Lee, Director.

Lifeline - Keeping Costs Down and passing the benefits to you

During these difficult times, we thought we would keep you up to date with some of the efforts we are making here at Lifeline to keep costs under control which we can pass on to our customers.

One of the biggest bills we receive is the cost of running our vehicle fleet. With a fleet of 15 vehicles to keep operating, we face some serious costs in repair, maintenance, fuel and insurance. So here are some of the areas in which we have been able to save and pass the benefits on to you.

The first change we made is with our insurance cover. By changing some key policy items we were able to make 28% saving across the fleet.

1. We aim to keep all vehicles on the fleet **within four years old**. This, whilst a cost to the company, keeps vehicles in their prime condition, fuel efficient, in manufacturer warranty and serviced.

2. **Vehicle tracker**, efficient use of personnel, and doubling up on vehicles has also improved efficiency.



3. Finally we have recently carried out a test on two of our most recent replacement vehicles. By removing ladder racks and roof bars, and replacing ladders with telescopic ladders which can be stowed internally, we have found that **fuel consumption has improved** over these two vehicles by almost £100.00 per month. This will be rolled out to six more new vehicles in November 2010.

All of these savings are helping us to keep our costs down, which we are pleased to pass on to our loyal customers.

Call Out Costs – Lifeline lead the field

Again as part of our continued commitment to both quality and best value for money, we continually check our costs against similar providers. For example, when you need to call out a

plumber, electrician or washing machine engineer. Our most recent review has revealed that we are still providing highly efficient 24hour support service at the most competitive rates.

Service Provider	Normal Hours	Additional Hours
Telephone Engineer	Up to 99.00	Not available
Domestic Appliance Engineer	£52.88	Not available
Electrician	£70.50	£70.50
Plumber	£58.75	£43.50
Lifeline	£43.48	£37.60

Comparisons taken as an average by local providers in September 2010 and include VAT at 17.5%
Lifeline costs are for customers under service agreement.

20 Years with the best

This year saw two of our most valuable team members celebrate 20 years of service with Lifeline Alarms Systems Ltd. Both Cindy Dyer (PA to the Directors) and Ian Turner (Engineer) have been with us since the company started over 20 years ago.



Both Cindy and Ian were presented with gift boxed celebratory wrist watches for their time with us. Their experience is invaluable to the entire admin and engineering teams here at Lifeline. You have no doubt benefitted from their experience yourself over the past two decades. Well done both. We have all enjoyed 20 years with the best.



Medina Housing award 5 year Contract to Lifeline.

Lifeline have recently been awarded a five year service contact by Medina Housing. We have been working with Medina Housing for nearly twenty years, but the most recent success was based on a combined service agreement for all of the Associations Fire, Door



Entry & Warden Call system and associated systems. We were able to beat off nationwide and local interest and delighted to add this prestigious contract to our long list of valued clients.

Nathan Lee, Technical Director at Lifeline with Zoe Stroud of Medina Housing and representatives of the residents committees.