

In this issue – Wireless The Way Ahead , Royal Yacht Squadron Chose Lifeline, Ever Improving Standards

In Summer News 2011 we bring you up to date with recent events and successes here 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.

By 'Royal' Appointment

Amongst some of the recent extensive works carried out at the Island's most famous Yacht Club, were included the provision of new Fire Alarm, CCTV and Intruder Alarm Systems. Lifeline were appointed as the preferred Fire & Security Company by Royal Yacht Squadron, following the submission of competent and competitive system design proposals. An excellent previous working relationship, and a total one supplier solution also contributed towards the sealing of this agreement.



Martin Thomas Associates who specialise in the refurbishment of historical buildings managed the entire project and also worked closely with Lifeline at each stage.

Amongst the solutions provided by Lifeline were, High Quality **Wireless** Fire Detection Systems, extensive Intruder Detection Systems, and a fully functional CCTV system using Bosch Security. All of which had to meet the exacting standards required in such a prestigious building.

Wireless Ways

Many home and building owners alike have dreaded the thought of disruptive and intrusive cabling works involved in the installation of Fire or Intruder Alarm Systems, but worry no more. As part of our continuous commitment to delivering the latest in technological improvements, Lifeline have a complete range of 'Wireless' systems suitable for many applications.



Wireless Intruder Alarms - Using the Honeywell Galaxy range of products, small or larger systems can be installed with the minimum amount of fuss and disruption. Police Class VI approved. Systems can be installed from as little as £579.00 fitted including VAT. Contact us for full specification and Term and Conditions.

Wireless Fire Alarms – Being used in the contract mentioned above, the Electro Detectors wireless Fire Alarm Systems offer high quality, instant performance and total reliability to difficult and unusual applications. Lifeline have also been appointed as EDA distributors for the Isle of Wight.

Customer Support Team on the Road

During the first quarter of 2011, here at Lifeline we have been carrying out some exercises to try to improve skill sets within the organisation. The most recent has seen members of the admin team joining their engineering colleagues on the road one by one. This program has enhanced the understanding of customer support members into the day to day challenges faced by engineers. In addition this has improved the level of front line telephone provided by the customer support team.

The entire team also recently attended a bespoke team building event to improve still further the delivery of our services to our clients. The event included activities that built up, team trust, working together, candid role reversals and open discussions and activities all designed to improve our level of customer service and smooth operations. We hope you see the benefit.



Finally, we offer our congratulations to Savannah Lee, who has successfully passed her NVQ Level 2 in Business Administration earlier this year. Amongst the modules that Savannah concentrated on were, Delivery of Good Customer Service and Effective Communications. Congratulations Savannah, and all the very best with level 3.

Thanks to all who expressed thanks

At each monthly team meeting, all expressions of thanks made to us are reported back to each individual. During the opening five months of this year, up to 25 different expressions of thanks have been received. In each case, you, one of our customers, has taken the time to make a verbal or written expression of thanks for the service they have experienced from a particular member of the team. Everyone who has been the subject of these has been rewarded too. Thank you all for taking the time to do so, and we hope this will continue.

Still Good Value for Money

Of all the things you can spend money on each month, to protect your home still works out to be one of the best choices you will make. To protect the things we value the most, still works out to be excellent value for money. For example a domestic intruder alarm system will cost about £17 per month to run, that's less than we spend on newspapers for a month. Call us today to how you can protect your home for these incredible amounts.

Product or Service	Monthly
Sky TV (Sports Package)	52.00
Gym Membership (upto)	64.00
Mobile Phone Package	35.00
Monitored Lifeline Alarm (digi)	17.00