

In this issue – The Winters Seen, Winter Security Tips, How to prevent False Alarms, Holiday Word Search

In Winter News 2011/12 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.

Winters Seen

With Winter now upon us, our minds go back to those cold icy days of recent Winters.



Here at Lifeline we assure you, that should the snow hit us again this Winter, we will be fully prepared, as in previous years, to provide full service response. The last heavy snow fall saw us put into operation (**WiRed**) our full Winter Response Deployment. In order to continue to provide the level of service you expect from us, staff walked to work, and others vehicle shared. Our 4x4 vehicle fleet was put into full operation, ferrying staff to and from home, and engineers to locations otherwise impossible to reach. Phones were all covered, home worker operations put into place, and as near to normal service provided as was physically possible.

Security Tip

With the holiday period now upon us, take extra care this year against scams, and also when leaving your property. Here's a few practical steps we can take to prepare ourselves and our homes against crime over the holiday period.



Traditionally wintertime and the hours of darkness are thought of as being times of increased risk, when it comes to general crime and burglary. Most of us have security lights fitted to our properties, but now they haven't been used for a good six months; are they working? Check firstly to make sure that all the lights fitted have working bulbs; are in good repair and will operate efficiently when required. Having given these things little or no thought for the past six months they can fall into a state of disrepair.

If your lights are controlled by timers or Passive Infra Red Detectors, make sure that they are still in good working condition, set to the correct time and still provides the range of detection needed.

Intruders and perpetrators of crime normally like to do so without creating attention to themselves, hence dark quiet corners. By hardening your property as a target, you can make the area uncomfortable for would be intruders. Your lighting needs to draw attention to your property by passers-by, neighbours and the like. Actually lighting is mainly only effective if it draws attention, rather than just lighting up the subject.

Consider too, lighting up the approach to the home, driveways and gardens, any openings into the property, front door and back door, entrances to the garage and other. Lighting up the subject area will give you a lot more information as to the identification of any callers. Don't forget be cautious when opening the door to anyone that you are unable to identify: Take care this winter.

Winter Word Search

Take a break for a few minutes and have some fun with our Winter Word Search. Answers can be found on our website: www.lifeline-security.co.uk



H E W H J K A Q L O P R J A C E M
 Q M K M N G N H A L I U E H R J M
 O L H R N V W Z D A P Y E K F R L
 A L H U R Q H A H E C D B B T C L
 A P E W Y F H L Y T J G H T F K P
 V P C Y G L I F E L I N E P R S P
 X L I L Q S D R G D V S X H O X L
 Q P L A L I U E H R J F Q T Y E P
 L Y O Z R E S P O N S E N H T J Y
 I K P X R H D F B R R D W E S R K
 U M V M C T E G S S F K P F D A M
 O A A O K V A G N E O D L T V L P
 K K M N S U Y R F C P C O T E G X
 K H R I X Y L O U U U F J V A R G
 D H U T E Z B Y G R I E U U Y U K
 P E I O W G R T J I Y B R Y L B P
 J H Z R F M T D A T A T N Z B H L
 M E P I G B R B N Y Q J F I R E I
 E F Q N T W S A Y G D F B W E P O
 P D G G T R R L L K E G S Y W X I
 F H B G C A M E R A A G N R Q G L
 D H G G J U R O T C E T E D V V W

12 Words to find: Lifeline, Alarm, Theft, Burglar, Response, Monitoring, Detector, Camera, Fire, Keypad, Police, Security.

Answers run up/down, diagonally, forward & backwards.

Success Stories

Despite economic hard times and all the bad news, we thought it would be good to spread some success stories from Lifeline. Throughout the entire year 2011, we were able to work on some of our most prestigious projects yet. The first part of 2011 saw the installation of extensive new CCTV, Intruder & Fire Alarm Systems, for the Royal Yacht Squadron. Over 30 new Door Entry Systems were installed as part of an upgrade contract for Southern Housing, in addition to numerous other installations including the new Co-op in Newport.



At the time of writing this (November 2011), in all we have projects currently underway at the new Liz Earle Headquarters, Sainsburys, Medina Food Service, Sydenhams, Isle of Wight College, several residential homes and many others.

Even though these prestigious high profile works are very pleasing to us, we still do not forget that it is loyal customers such as you who have always been part of our growth. Thanks to you all, for contributing to our success.

These are just some of the people with whom we have worked closely with in 2011.

School Tips

2011 saw the some major changes in the school systems this year. Lifeline already look after the vast majority of schools across the Island, and have forged working partnerships with still more. However, with more and more pressure being placed on school budgets, we are currently offering all schools the opportunity to have a Free of Charge appraisal of their existing Fire & Security Systems. Each school can then have a service agreement built and tailored to suit their own specific needs and to suit their own budgets. If you are affiliated with a local school and they need Lifeline, get them to call us on 521621 to arrange for their 'Free of Charge' system appraisal, and potentially save money with Lifeline.



Feature Site

We would like to wish all of our customers a successful 2012. Congratulations too on our two features sites, The Fishbourne, and Medina Food Service.

Both of these are long standing Lifeline customers, benefiting from our high quality service, and themselves providing the same. You can read the Case Studies on these two customers on our website. Medina Food



Service have relocated to dedicated buildings on Riverway, and have now become our opposite neighbours.

The Fishbourne is another addition to the group that includes The Horse & Groom, The Boat House, and The Sun Inn.

These customers are just two of the hundreds, this past year, that have benefitted from the expert design, installation and support of CCTV, Fire &

Intruder Alarm Systems to protect their businesses.

Many thanks to you both, and all our new and existing customers and very best wishes for the years to come.

How to Help Prevent False Alarms



- Ensure all users are properly trained on how to operate the alarm system.
- Check to make sure that movement detectors are not obstructed. (*Especially decorations*)
- Establish & stick to a 'Close Down' procedure. E.g. lock all doors & windows before setting the alarm.
- Know & stick to the specified entry/exit route & keep to it when setting and unsetting the alarm.
- Do not enter protected areas until the system has been unset.
- Do not set the alarm system after a false call until the fault has been identified.
- Advise Lifeline on **01983 521621** if there are any alterations to your premises that might affect the system operation & report all accidental damage.
- Ensure that your system receives regular maintenance checks & record all incidents/visits in the log book
- If necessary, upgrade your system to include alarm confirmation technology.
- Only activate a personal attack device if you are, or believe you are, being personally threatened.
- Do not allow sources of heat or sound, moving objects or animals (unless you have a pet-friendly system) in range of your movement detectors.
- Check that all keys are readily available and that any code numbers or proximity devices are known before entry.

Note: Police do not charge currently for attendance to a false alarm. However, if they are called out to excessive false alarms, they will downgrade and eventually withdraw their response to your alarm system. This may seriously affect the safety and security of yourself and your colleagues. It also may affect your insurance policy. Please use the alarm system responsibly.