

Client Testimonial

DOMESTIC SOLUTION

Protecting the investment we have made is a very important choice. Mr & Mrs E took on a project to redevelop their family home in West Wight in early 2015. Here they explain to us why they put their trust in and chose Lifeline as their security provider for this major investment

How did you discover Lifeline?

The suggestion came from our Architect who was familiar with Lifeline through his other projects and this was backed up by my own research into other Island providers.

Why did you choose Lifeline as your security solutions provider?



I was impressed by Lifeline's professional approach from the outset. Mark was running slightly late for our first appointment and I received a call from his office letting me know and apologising. In fact he arrived within a few minutes but I had begun to form a positive opinion. The assessment of our needs and associated proposal arrived as promised within 48 hours and Mark gave me immediate time on the telephone on



follow-up queries. We decided to choose Lifeline because we felt that we were dealing with a customer-focused company keen to secure our business, who had the products, systems and expertise we required, and was Island based.

What most impressed you?

Having secured the services of Lifeline as we entered the final phase of our house renovation, it became clear that the wiring installation needed to take place very quickly (i.e within days) otherwise our builders would be delayed. This was our fault in not addressing the issue of security earlier in the project. Mark and his team rescheduled other work in order to accommodate our tight deadlines and put extra resources to deliver on time.

How did Lifeline stand out as different from others ?

They listen and respond to the customer. They have proved timely and efficient. Their employees are pleasant and helpful both in person and on the



telephone. They know their products and how best they can be used to good effect in our property. They demonstrate a willingness to handle queries and requests in a professional manner. We are very pleased to recommend them.

Lifeline are specialists in providing residential and domestic security systems. No matter what the size, style or use of the residence Lifeline have a solution that will protect each mans 'home and castle'. Both wired and wireless solutions are available, making installation simple even after everything else has been completed.