

Cost and Packages – New Charges as of 1st April 2024

The Lifeline service is charged on a quarterly basis, the quarters start on the 1st of January, April, July & October. The first instalment would include a one-off installation fee of £15. If you joined during one of the accounting periods you would pay the installation fee and the remainder of the present quarter, e.g., If you had your Lifeline equipment installed on the 1st of June, your first payment would be for the period from 2nd June until 30th June plus £15 your next quarter would be due on 1st July

Level of Service	Quarterly Charge (Prices excluding VAT)	Quarterly Charge Incl. VAT
Standard Lifeline Service		
Full-Service Charge Smart Hub GSM or Legrand Reach IP Lifeline, pendant & Keysafe	£67.86 (£5.22 per week)	£81.43 (£6.26 per week)
Optional Extras	Quarterly Charge (Prices excluding VAT)	Quarterly charge Incl. VAT
Fall Detector pendant	£9.10	£10.92
1 st Monitored Smoke Detector	£5.88	£7.05
2 nd + any additional Monitored Smoke Detectors	£3.50 each	£4.20
Sound Booster	£5.40 each	£6.48

Are you Exempt from V.A.T?

You will be exempt from paying VAT, if you have a Blue Disabled Badge or a qualifying medical condition; for example: Angina, Asthma, COPD, Diabetes, Hypertension, Osteoporosis, plus various other health conditions.

Are you eligible for a Home Safety Grant?

A Home Safety Grant could slightly reduce the Lifeline charge, if you are currently in receipt of a mean tested benefit such as Housing Benefit, Guaranteed Pension Credit or Universal Credit you may be eligible, please contact Charnwood Lifeline on 01509 643970 for further details.

Lifeline Packages

(Prices correct as of 1st April 2024)

All Packages will include a key safe if you do not have one already installed at your property at no extra cost.

Legrand Reach IP Lifeline Package Standard Digital Package	Quarterly Charge (Prices excluding VAT)	Quarterly Charge (Incl. VAT)
Package 1 – Digital Lifeline 	£67.86 (£5.22 per week)	£81.43 (£6.26 per week)
Tunstall Smart Hub Lifeline Packages	Quarterly Charge (Prices excluding VAT)	Quarterly Charge (Incl. VAT)
Package 2 – GSM Smart Hub Lifeline 	£67.86 (£5.22 per week)	£81.43 (£6.26 per week)
Package 3 - GSM Smart Hub Lifeline +1 Fall Detector 	£76.96 (£5.92 per week)	£92.35 (£7.10 per week)
Package 4 – GSM Smart Hub Lifeline +1 Smoke Detector 	£73.74 (£5.67 per week)	£88.48 (£6.80 per week)
Package 5 – GSM Smart Hub Lifeline +1 Sound Booster 	£73.26 (£5.63 per week)	£87.91 (£6.76 per week)

Please remember all equipment supplied by Charnwood Lifeline is hired to you and will remain the property of Charnwood Lifeline, including the key safe (if it has been installed by Charnwood Lifeline).