



# Welcome to OKEachDay

**Daily contact to keep you  
protected and informed**

Receive useful information from your housing  
staff at a time which is convenient to you.



# Introducing OKEachDay



The OKEachDay service from Alertacall makes sure daily contact is maintained with you 365 days a year in a way which is convenient to you. You will also receive important messages via your OKEachDay device from your housing provider so you keep up-to-date with the latest news about your property, notified of important resident meetings plus much more.

The system gives you the freedom to get on with your day without having to wait for the traditional morning call and as housing staff no longer have to make the calls themselves, they'll have more time for face-to-face contact with you and other residents.

This leaflet introduces you to the OKEachDay phone and button, how the service works and extra features to benefit you.

## Your phone



### Customer service button

Contact the OKEachDay Customer Services team free of charge

### Repairs button

Need to report a repair? Pick up the handset and press the Repair button on your OKEachDay phone to call the repairs team at your housing provider directly.

### OKEachDay button

Simply press this button anytime before your chosen time(s) each day to make contact with us. If you don't get in contact, our team will call you.

## About your OKEachDay phone

All regular calls you make will appear on your phone bill as usual. Pressing the OKEachDay button and calls made to our Customer Service team are free of charge.



# How does it work?

**Press OKEachDay** - Simply press the OKEachDay button on your phone anytime before your chosen cut-off time(s) each day. Make sure the handset is down.



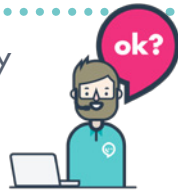
**Messages and news** - If there is any important information from your housing provider that day, you will get a call straight away after you press the OKEachDay button. Pick up the handset to listen to an automated message.



**Reminder to press** - If you forget, we'll remind you with a pre-recorded call 10 minutes before your chosen time(s). Press the OKEachDay button when you get this reminder, making sure the handset is down when you do this.



**Call from our team** - If you don't press the OKEachDay button that day, one of our friendly team will phone your landline or mobile to check everything is OK.



**Nominated contacts** - If after several attempts we are still unable to get in touch with you, we will phone either a member of the housing support team or friends and family members you have nominated simply to let them know.



**Escalation in emergencies** - If we think it's very unusual that we can't make contact with someone, our team may feel it's necessary to call emergency response services.



# Important information

## **Going away from your property? Let us know**

Simply call us for free by lifting the handset and pressing the Customer Services button on your phone to let us know how long you will be away. We won't then try to make contact with you on those days. When you return, press the OKEachDay button or call our customer services team so we can resume the service.

## **Reporting repairs**

To report a repair, pick up the handset and press the 'Repairs' button on your OKEachDay phone. This will connect you directly to the repairs team at your housing provider.

## **3 key things**

- 1** You can press the OKEachDay button ANYTIME before your chosen cut-off time(s).
- 2** The handset needs to be down when you press the OKEachDay button to be recorded by our system.
- 3** Please contact us if you are going away from your property. Importantly, please remember to press the OKEachDay button or call our team on your return.

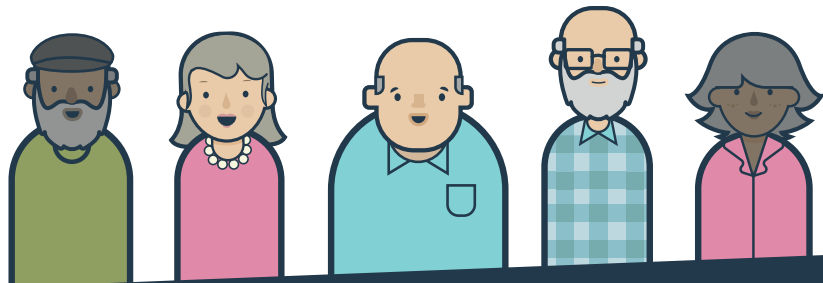
# Benefits to you

- **Daily contact** - our friendly team are there for you 365 days a year
- **Stay up-to-date** - receive news and information from your housing provider
- **Enjoy more freedom** - no need to 'wait around' for housing staff to call you
- **Gives housing staff more time with you** - more face-to-face time when you need it most
- **Report repairs more easily** - phone directly connects you with the maintenance team

## Reminders, wake-up calls and more...

You can also request wake up calls or tell us about appointments, birthdays and events up to one year in advance, we will then call you on your requested day to remind you.

To set up reminders, call the OKEachDay team by lifting the handset and pressing the Customer Services button free of charge.



# FAQs

## **What time do I need to press the OKEachDay button?**

Anytime before your chosen cut-off time.

## **I've been away from home, what do I do when I get back?**

When returning from holiday or hospital, simply let us know by pressing your OKEachDay button.

## **How do I change my cut-off times/nominated contacts?**

Lift the handset and call the OKEachDay team using the Customer Service button. We will simply update your records. You can change this whenever and as often as you want.

## **Can I use the OKEachDay phone for normal calls?**

Yes, the phone works on your own phone line and you can use it to make and receive calls as normal. All regular calls you make will appear on your phone bill as usual. It's free to press the OKEachDay button and call us using the Customer Services button

## **Can I keep my existing phone?**

Yes, all our OKEachDay phones have a double socket adapter so you can plug your existing phone in to this.

## **Does the phone work with broadband internet?**

Yes - the phone works with broadband internet. A microfilter will have been fitted at installation to support this. If you need this setting up for you at a later date, simply call our team by lifting the handset and pressing the 'Customer Services' button and we will arrange for someone to come out to sort this for you.

# About us

OKEachDay, an Alertacall service, was founded in 2004. Our founder James Batchelor, inspired by the needs of his own Grandmother Eveline, invented the world's first "I am okay" button – a simple way to confirm people are safe each day and offer them contact. We now call this our OKEachDay button.

Based in Windermere in Cumbria and offering a nationwide service, Alertacall now helps thousands of people to stay in their homes for longer. We also work with councils, housing associations and charities with a range of services all based around maintaining daily contact.

Our team of friendly contact staff all benefit from extensive training and the team are available to support you 365 days a year.

"I've been a customer for several years and I love the service. Your team are always helpful and friendly, which makes all the difference"

**G. Johnson, Reading**



Call us using your Customer Services button on your OKEachDay phone or **dial freephone 0808 156 5777**