

FAQ's – Technology Enabled Care (TEC) Services

What will this contract cover?

The agreement we intend to enter in to is for Hardwired Alarms Monitoring and Maintenance.

Lot 1: Hard-Wired & Digital Alarm Units (DAU) Maintenance of Call Monitoring Systems (Contract Value)

Lot 2: Monitoring & Alarm Receiving Centre (ARC) Services

Why are you changing it?

The current contract is coming to an end, and we are retendering to undertake a value for money exercise.

The letter mentions a payment of £100, does this mean I need to pay this or that this is going to be my contribution?

No. This letter is not a request for payment and at this stage we do not know what the cost to you will be for this service. We are required to consult with you about our intention to enter into a new agreement with a new contractor which will continue for longer than 12 months and where your contribution **may** exceed £100.

We will write to you with details of the cost at stage two of this consultation once the tender exercise has been completed. You will have received this letter as you are a customer whose property drains into a wastewater treatment plant, septic tank or pumping station which we are responsible to maintain.

How long will be agreement be for?

Each contract will each be for an initial term of 4 years with an option to each be extended for two, two-year periods (maximum total contract duration 8 years for each lot).

If a contract is for several years what happens if the contractor doesn't perform well, do they keep getting the work?

The contract will say that if works or services are not delivered or are not value for money, we may end the contract.

Where can I access more information about the services you are looking to provide?

A description of the services to be provided under the agreement can be found on our website www.aster.co.uk – search for 'Have Your Say/Technology Enabled Care (TEC) Services'.

How do I know if I currently pay towards Technology Enabled Care (TEC) Services

This information should be contained in your latest service charge statement. In the absence of this you will be able to check this with our service charge team – servicecharges@aster.co.uk. The cost on your service charge statement will be under the heading Hard Wired Alarm Monitoring.

What if I am not happy with the current services provided?

Under this consultation process we are unable to deal with complaints about quality of current provisions. Please visit our website or contact your housing officer to log any issues you are experiencing as a formal complaint.