

Digital Warden
Call Upgrade

CASE STUDY

West Cornwall Housing Association

The Client:

West Cornwall Housing Association (WCHA) provides apartments which enable retired people to live active and energetic lives, free from the worries of maintaining a large family property. The association has 50 years experience of providing a safe and friendly environment for older people, where they can maintain independence but have access to support when needed.

The Challenge:

With intermittent legacy system faults plaguing the developments resulting in expensive call out charges and disruption to the residents of the buildings it was decided by the association an upgrade would be most economically appropriate.

The challenge WCHA faced with this upgrade is locating an expert installer that would be able to commit to the works given the location of the sites on the peninsula of Cornwall with the added need to commit to carry out the programme across two sites simultaneously with minimal system downtime limiting disruption and any resident's safety impacts. as we are an established national installation provider, we were able to commit confidently to the works despite geographical and time restrictions.

What We Did:

In 2020 we were instructed by WCHA to carry out the upgrade to a digital warden call system in two buildings within their portfolio. As we work extensively with Tynetec since the release of the Tynetec XT2 digital system and have a purpose made build area within the Sentinel offices we were able to offer added value to the customer by building and soak testing the equipment weeks prior to implementing the installation, this ensured any potential hardware faults could be rectified without impacting the install works schedule and therefore the residents of the buildings. By carrying out build works remotely we were able to install the equipment on site within one week with appropriate safety coverage being sustained throughout the entirety of the programme.

The Solution:

Our teams worked with the Association, as well as the building managers to deliver the project with minimum impact to all stakeholders. As part of the continued commitment to WCHA our office support team provided ongoing remote support and training to ensure implementation cost could be minimised to the charity whilst ensuring system users felt supported and completely confident in using the system. We are a company which prides itself on exceptional customer service and that commitment does not bear any geographical restrictions. We are delighted to have been selected as the service provider for WCHA post installation based on the experience and service level received by the Charity and the residents on their digital upgrade journey.

RETIREMENT APARTMENTS WCHA

"Excellent service as a team, everyone knows how the site is set up so fixing anything is quick and easy. The install ran very smoothly, Sentinel were very respectful and left the guest suites exactly as they were before they were used. We have recommended Sentinel to another charity and would not hesitate to do so again in the future."

Carly
WCHA Housing Manager



SENTINEL