



Information about security phone and key-free home services



For questions, please contact the unit manager for each home service area:

Arbrå	0278-254 20
Bollnäs	0278-252 74
Kilafors	0278-254 36
Rengsjö	0278-250 93

Security phone

A security phone allows you to contact the home services staff around the clock. The security phone should not be considered a service alarm and does not replace SOS 112. Once you are approved for a security phone, a key-free lock (Phoniro) is also installed.

What does this mean for you as a user?

Upon installation of the security phone and key-free lock, a house-/flat key must be given to the installer (staff designated by the municipality).

This is so that we will be able to get in to your location in case of a problem with the lock.

Only the home services staff can enter via the key-free lock when you send an alarm. You will receive an alarm button that is waterproof and can also be used in the shower.

- You must test the alarm button once a month.
- The Social Services Administration is not able to address problems with the security phone on evenings or weekends.

Upon moving or cancellation

- Notify the unit manager in your area a reasonable amount of time before moving.

We take care of reissuing and reinstalling your security phone and key-free lock.

Lost security phone / alarm button

- If a security phone and/or alarm button can not be returned upon cancellation, the cost of the security phone/alarm button will be charged to you (the user).

Key-free home service - Phoniro

Bollnäs Municipality is working to increase safety and security for you as a user, and as part of this, we are replacing the traditional keys with key-free Phoniro locks. The lock is mounted inside of your front door and replaces the existing door handle without affecting the door.

Using a mobile phone, the home services staff opens and locks your door. For you, there will be no change, as the lock will continue to function as usual from both inside and outside, with a key.

What does this mean for you as a user?

- Phoniro is installed for those of you who are unable to open the door for home services yourself.
- Phoniro brings no added cost to you as a user.
- If you have home insurance, it is not affected by your having a Phoniro device installed but remains valid just as it was before.
- **When Phoniro is installed, a house-/flat key must be given to the installer (staff designated by the municipality). This is so that we will be able to get in to your location in case of a problem with the lock.**
- Phoniro can be mounted on most doors, but if the lock cylinder needs to be replaced, the municipality will take responsibility for this, including the cost.
- Only home services-/home healthcare staff will be able to get in via the key-free lock.
- The removed door handle (which belongs to your door) shall be stored at your location, in the accompanying cardboard box.
- Bollnäs Municipality is not responsible for any loss of your door handle.

Upon moving or cancellation

- Notify the unit manager in your area a reasonable amount of time before moving. We take care of reissuing and reinstalling your security phone and key-free lock.