# Community Alarm Billing – Frequently Asked Questions

## What do I have to pay and when?

Community Alarm is charged on a quarterly basis. It is a flat rate charge, therefore you pay for the service regardless of your income. The billing and charge information is shown below for the year from **1 April 2026** to **31 March 2027**.

| From | To | Number of Days | Mainland (1st alarm user in household) | Mainland (2nd and 3rd alarm user in household) | Island (1st alarm user in household) | Island (2nd and 3rd alarm user in household) | Date of Bill |
|---|---|---|---|---|---|---|---|
| 01/04/26 | 30/06/26 | 91 | £93.47 | £46.80 | £46.80 | £23.79 | 01/07/26 |
| 01/07/26 | 30/09/26 | 92 | £94.50 | £47.31 | £47.31 | £24.05 | 01/10/26 |
| 01/10/26 | 31/12/26 | 92 | £94.50 | £47.31 | £47.31 | £24.05 | 01/01/27 |
| 01/01/27 | 31/03/27 | 90 | £92.44 | £46.28 | £46.28 | £23.53 | 01/04/27 |

## How is the Community Alarm charge calculated?

The below table shows an example of the charge made for the first calendar quarter of Financial Year 2026-27, i.e. **1 April 2026** to **30 June 2026** (please note that each quarter may vary slightly depending on number of days in each period).

| Type of User | Charge Per Week (£) | Charge Per Quarter (£) |
|---|---|---|
| Mainland – First User | £7.19 | £93.47 |
| Mainland – Second or Third User | £3.60 | £46.80 |
| Island – First User | £3.60 | £46.80 |
| Island – Second or Third User | £1.83 | £23.79 |

## How can I pay?

**a) Direct Debit - I want to pay by Direct Debit but I have received an invoice?**

If you want to pay by Direct Debit, you can complete a Direct Debit mandate form and submit to CAB@north-ayrshire.gov.uk.

If you have submitted a mandate and still receive an invoice, it may be because of submission deadlines for new mandates and your Direct Debit will activate in the next payment period.

**b) Quarterly Invoice**

You will receive an invoice on a quarterly basis as per the charging table above. Your first initial invoice will be from the start date of your Community Alarm service up until the last day in the payment period.

## Who to contact if you have an issue or query making a payment

If you encounter problems, please contact CAB@north-ayrshire.gov.uk or telephone 01294 324579.

## I would prefer to continue to pay on a 4-weekly basis

Unfortunately, our billing process has changed to a quarterly collection from **1 April 2025** and paying four weekly is not an option.

## Will what I pay change each year?

Charges are reviewed on an Annual Basis and could increase in line with the Council's Charging Policy.

Each year runs from 1 April to 31 March and an email or letter (if we do not have your email address) will always be issued in advance to inform you of the new charges and billing periods. You can provide your email address to us by emailing CAB@north-ayrshire.gov.uk

## What is a second user?

A second user is where there is more than one Community Alarm user in a household. The charge is made in full for the first user and in half for the second user.

## Payment Concerns

If you have any concerns about payment, you may wish to contact our Money Smart team for advice. They are specialist welfare rights advisers and provide a free, friendly, impartial and confidential service whereby they can check if your income has been maximised - and if you are entitled to receive any additional DWP benefits / discounts they can assist you with applying for this. They can be contacted by:

Email: **moneysmart@north-ayrshire.gov.uk**
Phone: **01294 310000** (option 1)