**KENT COUNTY COUNCIL**

**SOCIAL CARE, HEALTH AND WELLBEING**

**SERVICE USERS ADVICE NOTE No.14**

**DOOR RELEASE WITH INTERCOM**

**What is a Door Release with Intercom?**

A door release intercom enables an individual inside the house to communicate with a caller and, if they wish, they can then unlock the door from one or more locations in the house i.e. bedroom or lounge.

A variety of models are available on the market offering a choice of operation mode:

**Direct speech units** are wall mounted or free standing. They can be operated via a push button that allows the individual to speak to the caller and to let them in if required without having to get to the door.

**Handset units** require the individual to lift the handset and operate a push button door release.

**Intercom only units** may be useful if a individual is unable to answer the door themselves or if it will take some time to reach the door. An intercom unit can assist by providing a facility to screen callers and where appropriate, inform callers that they are making their way to the door.

**IMPORTANT FACTORS TO CONSIDER PRIOR TO PURCHASING A DOOR RELEASE INTERCOM SYSTEM**

* Particular difficulties can arise when a door lock is required for UPVC doors. The installation of an intercom is usually possible enabling the individual to communicate with the caller. However UPVC doors are fitted with multipoint locks, so therefore to fit an unlocking device can compromise security and may invalidate a door manufacturer’s guarantee.
* It is advisable to check with your household insurance policy that any change to the locks does not compromise the security of the door and thus effect the cover of the insurance policy.
* Some companies offer a service to fit door entry systems to UPVC doors but the cost may be substantially greater than for conventional doors due to the adjustments required. In such cases it is often cheaper to replace the door with a wooden one.
* Key safe boxes can be provided for carers to enter property if door release system is not wanted.

This advice note is only a brief guide.

**Kent Social Care, Health and Wellbeing CANNOT ACCEPT responsibility for any equipment purchased from private companies.**

Additional information may be found at

Ricability

Unit G03

The Wenlock Business Centre

50 – 52 Wharf Road

London

N1 7EU

Telephone: 020 742 72460

Textphone: 020 7427 2469

Fax: 020 7427 2468

[www.ricability.org.uk](http://www.ricability.org.uk) [www.product-reviews.org.uk](http://www.product-reviews.org.uk)

Disabled Living Foundation,

380-384 Harrow Road,

London

W9 2HU

0845 130 9177 - 10 a.m. - 4 p.m., Mon-Fri

email [helpline@dlf.org.uk](mailto:helpline@dlf.org.uk?subject=Enquiry%20from%20DLF%20website)