

South Liverpool Homes

South Liverpool Homes is a housing association that currently owns and manages more than 3,800 homes in the Speke and Garston areas of the city.

The organisation wanted to make assistive listening systems part of the refurbishment of its boardroom and interview rooms at its head office and contacted RNID for advice.

As our installation partners, RNID referred South Liverpool Homes to us.

Account manager, Avril Mayes, discussed requirements for the site with Health and Safety Manager, Daniel McDonagh, ahead of arranging a site visit by one of our engineers.

The building didn't have any existing assistive listening systems apart from portable hearing loops.

After the initial assessment, South Liverpool Homes got back in touch as they wanted to add an assistive listening system for their communal lounge, which had also been refurbished.

A second visit determined that all of the spaces were suitable for hearing loops. Luckily, despite the refurbishment being complete, the floor coverings were carpet tiles which our engineer could easily lift to install hearing loop cable onto the floor beneath.

The perimeter hearing loop in the boardroom was powered by our [V22 driver](#) and accompanied by two boundary microphones to pick up speakers' voices in meetings. The loop was also connected to the television, meaning hearing aid users would receive audio direct from the TV.

A wireless lapel microphone for use in the communal lounge suited the nature of how the room is used, giving the speaker freedom to follow conversations around the room.

Interactions in the interview rooms were at fixed desks so the ideal solutions for these were our [IL K200](#) under the counter hearing loop systems.

The installation took place over two days with our team working discreetly around the day to day activities of the organisation.

'We were very happy with the service received from Contacta,' said Health and Safety Manager at South Liverpool Homes, Danny McDonagh. 'From start to finish, the process was carried out in a friendly, professional way. Our users are happy with the ease of use of the systems and the improvement they've made to their visits to us.'