



The E-Bound Voice

Christmas **2020**



E-Bound Care is here!

Earlier this month we were delighted to launch our new extended warranty package; E-Bound Care. Over 10% of our customers have already signed up for the peace of mind that this will bring.

Letters from the directors of E-Bound

All three Directors of E-Bound write an end of the year message.

www.e-bound.co.uk
@EboundAVX

E-Bound AVX Limited is a private limited company registered in England. Registered number 6930086. Registered Office: Litton House, Saville Road, Peterborough PE3 7PR.

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E-Bound Care is here!

In November 2020 we were delighted to launch our new extended warranty package; E-Bound Care. Over 10% of our customers have already signed up for the peace of mind that this will bring.

As a small family-run business, we are always looking at ways to minimise risk for our customers. This includes unexpected financial outlay. We understand that having to pay for parts replacements for your roof alarm hardware can be a real setback. Our extended warranty will cover you for any replacements that are required due to mechanical faults.

Why should you sign up?

Nothing lasts forever, certainly not advanced technology in highly exposed weather conditions. The roof alarm systems in our church building portfolio can be up to twelve years old, and the natural degradation of materials over a prolonged period takes its toll. The technology we use is also finite by its very nature; you wouldn't expect your mobile telephone or satnav to last for decades, nor might you want it to when better systems become available. We are constantly researching and improving our technology and will make these product upgrades available to you when your hardware naturally needs replacing.



How much does it cost?

Not only are we extending our standard 12-month warranty for all roof alarms fitted after 1st November 2019 by a further year, we are offering all churches the option to purchase annual warranty cover for an annual fee of £195 per year for a minimum of 3 years. That's £0.53 a day for peace of mind.

We hope you see the many benefits of purchasing E-Bound Care, please call us on **01733 843341** or email **care@e-bound.co.uk** to discuss further

We are changing the way we report alarms to you.

Over the next few weeks we are enhancing the way in which intruder and tamper activations are reported to you;

1. In addition to the telephone call from the Alarm Receiving Centre, you will receive an email to your nominated email address or addresses.
2. This message will come from the following email address mezzaninefailed@smc-net.co.uk. (Please ensure this email address is added to your 'safe list').
3. This will replace any follow up email from E-Bound AVX Limited that you may have previously received.
4. In summary, you will receive a telephone call and an email advising you of the alarm activation.
 - a. In the event that you use Response Officers to attend alarm calls, you will still receive an email, but the telephone call will be made to the Response Officers instead.
 - b. Following a visit from a Response Officer, a visit report is generated. (As our offices will be closed for the Christmas holiday, any reports will be sent in January when we return).



Our contract with you

Your alarm and the care and security of your church is your responsibility. In the event of an activation it is the responsibility of the nominated the responsibility of the nominated personnel at the church to respond to this information appropriately and safely. You should ensure, as soon as possible that the church remains secure and report anything suspicious to the police. Should you wish to speak with us regarding the alarm please call 01733 843341. Our office hours are 08:00 to 18:00. Outside of office hours this number remains active but is a 24 hour reporting facility and your query will be responded to based on urgency. Please note that any urgent calls after 20:00hrs may be responded to the next day. You should ensure that you have arrangements in place so that if your alarm does go off everyone tasked with responding to it knows what to do. This includes how you will check to see what has happened who will call the police if necessary. These arrangements must work 24 hours a day. You should also amend any current risk assessments to take account of these changes.

E-Bound are now officially approved by Secured by Design

Secured by Design is an official Police security initiative with the aim to reduce crime through design and other approaches to reduce the demand on Police forces. Since 1989 Secured by Design have had more than one million homes built to SBD standards, reduced overall property crime by 60%, worked with Police forces to reduce the number of false alarm calls to Police from 1,05,538 in 1996 to 124,164 in 2017.

This is a proud moment for everyone here at E-Bound as it allows us to work directly with Police from now on which will help in our efforts to prevent lead theft and to assist local authorities in the apprehension of thieves any way we can.

At E-Bound we take pride in our technology and for it to be recognised by the Police as secure and reliable alarm technology pushes us to new heights, we will always be looking to improve our alarm technology to become even more accurate, reliable and secure. Our aim ultimately is to eradicate lead theft and with the support of the Police the closer that goal becomes.



Secured by Design



Official Police Security Initiative

A letter from Angus Brown, Managing Director of E-Bound AVX

2020 is drawing to a close after what has been one of the strangest, most unsettling and challenging years that many of us have ever experienced, though we now approach the Christmas break with heightened optimism for what is to come.

When the pandemic erupted, we took immediate steps to ensure the safety and protection of our employees and our customers and to ensure that we could continue to operate safely and effectively. Now, we believe many of us want the same thing: a return to normal. The year has not been without positivity at E-Bound. We have new faces in the company, both at our HQ and in our teams of Engineers and have continued to offer the same quality service to our clients.

As Christmas approaches and the year comes to an end there is hope for 2021.

It just remains for me to wish you all a very Merry Christmas and a Happy and healthy New Year!

Angus Brown
Managing Director of E-Bound AVX Ltd

The Importance of checking your roof and alarm after an activation

The E-Bound roof alarm systems continue to record hundreds of alarm activations every year. These alarms have thwarted attempts by intruders to breach a monitored roof. We are also pleased to report many incidents involving thieves “caught-in-the-act” - many of which led to arrests by the Police.

These incidents are testament to the reliability of the E-Bound alarm system and support our mission to eradicate metal theft. It also highlights the importance of your checking the roof and intruder devices every time we inform key holders that the system has activated. Alarms always sound for a reason.

Thieves and organised gangs still operate during the holiday. The price of scrap lead remains high, which could see a return to the high level of thefts experienced during the past few years, unfortunately making attacks on churches much more likely in 2021.

Please be vigilant and have a safe and peaceful Christmas.



A letter from Lynne Franklin, Finance Director of E-Bound AVX

The Coronavirus pandemic has changed dramatically the circumstances in which many businesses operate and some in our industry are under threat. Assessing the viability of our business for the future was of paramount importance. As Finance Director I had to deal with a raft of urgent concerns, from worries about short and long-term business stability to trying to maintain confidence and plan ahead for an uncertain future.

Trading conditions have never been so tough and no one could have foreseen (never mind prepared for) the situation the world now finds itself in. However, I want to reassure our customers that we have strong liquidity which puts us in a better position to withstand a prolonged period of reduced revenue than many businesses like ours. We also took immediate action to reduce operating expenses and improve cash flow. These along with other prompt actions will safeguard our survival and ensure we can continue to carry out our important work.

We are all in this together, so as we look forward to a well-deserved Christmas break, please take care of yourselves and your loved ones, enjoy the holiday period and be as safe as you can be.

Wishing all our customers a happy and healthy Christmas break.

Lynne Franklin
Finance Director of E-Bound AVX Ltd

A letter from Hannah Goodley-Jones Operations Director of E-Bound AVX

We want to take this opportunity to thank everyone for all their support and understanding throughout 2020. This year has been like no other we have seen; we have faced many challenges, not all of which have been limited to the pandemic.

What has been demonstrated in business terms this year is that it is not the strongest or the biggest organisations that survive, but the ones that are most adaptable to change. It is a testament to the excellent team we have here at E-Bound and the continued confidence of our customers that the business has remained steadfast throughout these extraordinary times.

We offer our best wishes and happiness to you and your families as we all look forward to a successful (and more normal) 2021.

Hannah Goodley-Jones
Operations Director of E-Bound AVX Ltd



Christmas Wishes

From everyone here at



E-Bound AVX Ltd

We wish our customers a happy and safe Christmas & New Year, together we will beat the virus and have a normal Christmas next year.

*See you in 2021
The E-Bound Team*