

## Property Alarm Guidance

**If you have a property alarm you should consider registering a key holder. This needs to be someone who can enter your property to turn off your alarm if it sounds while you are away.**

We will keep these details confidential and will only contact your keyholder(s) if a complaint has been made about an alarm sounding at your property.

If a complaint is made and you have not registered a keyholder (or we cannot contact your keyholder) we may need to access your property to stop the alarm. This could mean we call out an alarm engineer and possibly a locksmith. We will need to reclaim any costs from you.

### **Join the alarm keyholder Register.**

Access on line form or ring us on for a form to be sent to you. Please include the name of two key holders who can access your property to switch off the alarm, if necessary.

All alarms (by law) should be fitted with a twenty minute cut-out. If an alarm goes off continuously and is considered to be a nuisance we try our best to locate a key holder or get in contact with the owner. If this isn't possible, however, we can obtain a warrant.

Once this is signed by a Justice of the Peace, with the help of a locksmith, electrician and Police representation, we can enter the premises and shut the alarm off.

The locksmith will then change the locks - leaving the house in as secure a state as it was found. The new keys will be held at the Office until the home owner comes to collect them. The homeowner will then be responsible for the costs of the entire operation.