



Letter to be handed to potential customers by all companies installing security systems.

Dear Sir/Madam

A properly installed security system will help to protect your premises when it is unoccupied. As you are considering the installation of a remote signalling security system you should be aware that the police have safeguards to reduce levels of false calls which divert us away from other tasks in your community.

To avoid misunderstanding, here is a précis of the conditions. However, should you require further information please contact your local Crime Prevention Officer.

1. Installation, maintenance and monitoring of security systems must only be undertaken by companies acceptable to your local police.
2. Such acceptance by the police does not imply guarantee of the company's work. You should seek confirmation from the company that it is compliant with police policy and is acceptable to the Police Force for the transmission of alarm messages from new installations.
3. You will receive training on the operation of the system by the installer including methods of cancelling accidental operations of the alarm.
4. Commercial premises may be required to have a 10 minute delay of sounders to give us the opportunity to attend and detain offenders. You may apply to Police Headquarters for exemption to the delay.
5. Any external audible sounder should cut out after 20 minutes and alarms causing annoyance under the terms of the Control of Pollution Act may result in prosecution. Some Local Authority areas may be subject of Section 9 of the Noise & Statutory Nuisance Act 1993, or in London The London Local Authorities Act 1991 (Misc Provisions) which places additional responsibilities on the occupier. Please check with the installing company, or your local Council for details.
6. Security systems will receive a police response determined by the nature of demand, priorities and resources which exist at the time. After 2 false calls in any 12 months you will be advised in writing so that you may take remedial action.
7. Following 3 false calls in any rolling 12 months, police attendance will be withdrawn. We will continue to attend personal attack alarms where these are identified separately by the alarm receiving centre provided the attack alarm does not generate a total of 2 false calls.
8. Police attendance may be restored if remedial action has been taken to rectify the fault, or when the system has achieved 3 months free of false calls. The application must be submitted by your security company, with supporting evidence. It is therefore in your interest to identify and correct the cause of any false alarm at the earliest opportunity.
9. On completion of the administration procedures your security company will be issued with a Unique Reference Number (URN) which identifies your system within our files to speed call handling. This number should be used in all correspondence to the police but please do not disclose it to any unauthorised person.
10. There is a requirement to have at least two keyholders, details of whom will be maintained by the Alarm Receiving Centre. Keyholders shall be trained to operate the security system, be telephone subscribers, have adequate means of transport to attend the premises at all hours, shall have access to all relevant parts of the premises and shall be able to attend within 20 minutes of being notified.
11. In accordance with the Data Protection Act 1998 personal information relating to you and your keyholders in connection with the security system may be held on a computer. Please ensure that relevant names and addresses are current. It is regretted that such constraints are imposed but they are essential if we are to maintain