



Keyholder's Duties and Responsibilities

A Keyholder is a person who has been nominated by a friend, neighbour or employer to assist them in securing their property, by agreeing to respond to that property in the event of an activation of their alarm system.

Modern Intruder Alarm systems are very reliable and therefore do not be concerned that you are going to be troubled frequently as false-alarm are now very rare!

Your duties will require that:

- YOU HAVE A CODE NUMBER OR TOKEN TO OPERATE THE ALARM
- You have a mobile telephone on which you can be contacted whilst en route to the premises, in case the situation there changes.
- You have keys to the property and know how to unlock the property.
- You know the correct entry & exit route into the property, to ensure proper operation of the alarm system.
- You know how to operate the alarm and check for any faults
- You know where the operator keypad and alarm control system are located.
- You know how to contact the property owner.
- You know how to contact Wilton Security Systems if there is a problem **(01306 632992)**
- You know how to set the alarm and re-secure the property.

FOUR GOLDEN RULES

If you receive a call from the Alarm Monitoring Centre telling you that the alarm has activated:

1. Do not panic
2. Attend the premises as soon as is practicable, taking a Mobile phone.
3. DO NOT PUT YOURSELF AT RISK
4. If on arriving at the property there is evidence that a burglary is in progress, retreat and dial 999 – Do Not Enter the premises until you are told it is safe to do so.

How the system works

If an intruder breaks into the premises (*or an unsecured door or window blows open!*) the system will send an 'UNCONFIRMED' alarm signal automatically to the Alarm Monitoring Centre.

If a second detector within the property is activated, the alarm system will then also send a 'CONFIRMED' alarm system automatically to the Alarm Monitoring Centre.

The POLICE are only called out to CONFIRMED ALARMS

(A 'Confirmed' alarm is unlikely to be a 'false-alarm', so if you are told it is a 'Confirmed' alarm, we suggest you do not enter the premises until the Police have arrived).

Police may want you to open up the property in the event of a confirmed alarm in order that they can check for intruders inside!

If the Alarm Monitoring Centre do not receive that second 'confirmed' alarm signal after a few minutes, the event is regarded as an 'Unconfirmed' alarm. Police are not called to unconfirmed alarms but keyholders are, therefore they will then contact you.

Therefore if you are called out to an unconfirmed alarm, it is most likely that it will be a false-alarm, (or rarely, it may have been a real break-in but the would-be intruder ran away as soon as the alarm activated)!

Note: The external sounder will only sound for 15 minutes after the alarm has activated. Therefore if you get there after that time the external alarm will not be sounding. However, if further movement is detected after this 15 minutes of operation the alarm will sound again.

IMPORTANT

If you are called out to an 'Unconfirmed Alarm' and whilst en route, a subsequent 'Confirmed' alarm signal is received, the Alarm Monitoring Centre will telephone to warn you. *(Make sure they have your mobile number when you speak to them)* In these circumstances, or if then alarm is still sounding after 15 minutes of the alarm first activating, these could be indicators that there is someone still on the premises. **IF IN DOUBT – STAY OUT!**

Alarm Signals that you may be advised of by the Alarm Monitoring Station:

(You may wish to discuss with the property owner what action they would like you to take in the event of a particular signal type)

CONFIRMED ALARM	Two separate activations have been received and the Police have been requested.
UNCONFIRMED ALARM	Only one activation has been received and therefore the event is being regarded as a 'False-Alarm' at this time
LINE FAULT	The <u>telephone line</u> connected to the alarm has stopped responding. The alarm is still being monitored via GSM (mobile phone network). <i>[May require telephone provider to check the line if it does not return]</i>
GSM/GPRS FAULT	The local <u>mobile telephone network</u> has failed and the system cannot communicate using the GSM mobile network. It will now revert to using the land-line telephone to communicate with the Alarm Monitoring Centre.
MAINS FAIL	The mains supply to the alarm system has failed and the system is working on its standby batteries (which should power it for 24 hours)
BATTERY FAIL	The standby battery in the alarm system has failed and will require replacement
OTHER FAULT	The Alarm Monitoring Centre may advise you of other faults that have been detected with the alarm system, which may require the services of the alarm company.

We regard our client's keyholders as a valuable part of their security plan. We will deal with you just as if you were our actual customer, providing you with as much help as required. Therefore, if you need any help of advice do not hesitate to contact us, 24 hours a day, 365 days a year.



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