



Alarms Co-ordinator
Operational Support Services

Alarms Administration
Northamptonshire Police FHQ
Wootton Hall
Northampton
NN4 0JQ

Dial: 101 Ext: 341093
Email:alarmsadmin@
northants.police.uk

Date as post mark

Dear Sir/Madam,

Northamptonshire Police Security Systems records indicate that the security system at the above address is maintained by **NOVA INTEGRATED SYSTEMS LTD**. We have been advised that this company is not currently recognised by an Inspectorate Body. Your attention is drawn to the National Police Chief's Council's Police response to Security Systems Policy;

'To identify companies conforming to this Policy it is necessary for each Police Force to hold a list of policy compliant companies. Inclusion on the list does not amount to confirmation that the company or its work has been inspected by the Police. Only companies so listed may install, maintain and/or monitor Type A systems in the particular Police area. Where a company loses police recognition under this policy, its existing customers will have 90 days in which to make alternative maintenance/monitoring arrangements.'

You are requested to find an alarm company of your **choice by 4th May 2020**, who is compliant with the NPCC Policy and request the transfer of the Unique Reference Number. Failure to carry out this instruction will result in the cancellation of the Unique Reference Number and the Police response to your premise. Loss of Police response may also invalidate your insurance cover.

Enclosed is guidance from the NPCC Security Systems Policy on how to find a security company.

Yours sincerely

Alarms Co-ordinator

POLICE ADVICE TO MEMBERS OF THE PUBLIC

SEEKING INFORMATION ON SECURITY COMPANIES

To obtain information on companies who supply and install security systems such as Intruder Alarms / Hold-Up Alarms / CCTV systems etc., within your locality, we advise you contact the following Independent Inspectorate Bodies who will furnish you with the relevant details (the police are not able to provide this information):-

NSI (National Security Inspectorate)

Sentinel House, 5 Reform Road, Maidenhead, Berkshire SL6 8BY
Tel: 01628 637512 Fax: 01628 773367 E-mail: nsi@nsi.org.uk
Website: www.nsi.org.uk

SSAIB (Security Systems & Alarm Inspection Board)

7-11 Earsdon Road, West Monkseaton, Whitley Bay, Tyne & Wear. NE25 9SX
Tel: 0191 296 3242 Fax: 0191 296 2667 E-mail: ssaib@ssaib.co.uk
Website: www.ssaib.org

Independent Inspectorates are not-for-profit approval bodies who carry out inspection services for the security industry and protect customer interests. They are governed by UKAS (United Kingdom Accreditation Service), the sole accreditation service recognised by the Government.

Please note - if you are also planning to invest in the type of security system that would receive police response to its alarm activations, then only security companies 'Approved' by an Independent Inspectorate Body and who are listed with the police force in your locality are permitted to offer this service.

Once you have obtained details from an Independent Inspectorate Body of 'approved' security companies, who install security systems in your locality to the required European/British Standards we advise the following :-

- (a) Check the address and credentials of the company and proof of identify from their representative before disclosing personal security details
- (b) Obtain written quotations from at least two 'approved' security companies.
- (c) Ask if the security company representative can provide you with a list of police rules for occupiers of 'monitored' alarmed premises and also written confirmation that they are currently registered with the police force in your area for the transmission of alarm activations from new installations.

- (d) Ensure that the quotation specifies that the installation will be to current European/British Standards for that relevant security system and that it includes the terms of maintenance and monitoring contracts.
- (e) Ensure the company operate a 24-hour call-out service and emergency attendance within four hours.
- (f) Check that the installation and security company is acceptable to your insurance company.
- (g) Avoid long term monitoring contracts and only pay for one year in advance.
- (h) Terms which transfer inappropriate risks to consumers may be unfair and the Office of Fair Trading (OFT) have suggested that one kind of risk that should not be unfairly imposed on the consumer is that of the suppliers own insolvency. This may occur where the purchase price of goods or services, or a large part of it, is demanded substantially earlier than is needed to cover the supplier's costs. Such a prepayment assists the cash flow of the supplier, but is liable to be lost to the consumer if the business is wound up before completion of the contract.

PLEASE NOTE - When investing in Security Systems for your home or business it is not advisable to deal with cold callers or telesales enquiries – you should avoid doing doorstep or telephone business. Many traders who call at your door are honest and genuine, however, some are not and can be extremely persuasive. Examples of bad practices associated with cold-calling and door-step selling include - pressure selling, waiving your rights to a cooling off period, unclear contracts, over priced security systems and unduly raising the fear of crime. If members of the public have serious doubts about the legality or sales techniques being employed by any security company they should contact their local police or Trading Standards for advice.

For further information on intruder alarm advice for domestic properties visit www.securedbydesign.com

For consumer rights visit www.gov.uk/consumer-protection-rights

Get help from Citizens Advice about your consumer rights. They can also refer your complaint to Trading Standards officers who may then investigate on your behalf.

Citizens Advice

0345 404 0506

0345 404 0505 (Welsh Language)