	Bulletin no.	1016	Issue no: 1
			Issue date: 13 July 2009
			Author: G Rendall
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Subject	Noise nuisance from intruder alarm systems		

Registered firms are reminded that in certain circumstances, local authorities have the right to force entry into unattended premises for the purposes of silencing an audible alarm which is sounding and has not timed out. Most recent systems have the necessary timers, but these have been known to fail, and the consequences can be very costly to a client whose premises are entered. The local authority will of course pass on to the occupant any costs associated with the forced entry, including the call out charges for e.g. locksmiths (to enter), alarm company (to silence the system) and the authority's own costs.

In addition to the above, under the Clean Neighbourhoods and Environment Act (2005) a local authority may designate a geographic area to be an "alarm notification area". In these areas, the occupier or owner of any premises – residential or non-residential – within that area **must** notify the local authority of the details of a keyholder for the premises. The authority can then turn to that keyholder for assistance in silencing an alarm.

In such designated areas, it is an offence to fail to nominate keyholders or to fail to notify the local authority of the details of a keyholder.

SSAIB is not aware of the existence of any central register listing all such designated areas. Therefore it will be for you or your customers to determine whether such a designation has been applied.


For this reason you are strongly recommended to ensure that users of all systems, (including audible only) take steps to appoint suitable keyholders and to ensure that they meet the following criteria:

- hold keys sufficient to enable him or her to gain access to the part of the building in which the controls for the alarm(s) are situated;
- have the means to be contacted by telephone
- normally reside within the vicinity of the premises – 20 minutes maximum travel time;
- have information sufficient to enable them to silence the alarm;
- have agreed to be the nominated keyholder(s).

SSAIB suggests that all customers are made aware of their obligations under this legislation.

For convenience there is an example notification document attached.

Please file and retain for future reference

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Example form for notification of keyholders to local authorities.

Name of occupier: _____ Owner of property (if different): _____

Address of property: _____ Address of owner: _____

Daytime tel. no: _____ Daytime tel. no: _____

Evening tel. no: _____ Evening tel. no: _____

Mobile tel. no: _____ Mobile tel. no: _____

Name of alarm company: _____ Installation date: _____

Address _____ Is there a maintenance contract? **Yes / No**

_____ Can the alarm company be contacted directly **Yes / No**

_____ If the alarm continues to sound? **Yes / No**

Daytime tel. no:

Out-of-hours tel.no:

Keyholder no. 1

Keyholder no. 2

Name: _____ Name: _____

Address: _____ Address: _____

Tel. no: _____ Tel. no: _____

Mobile tel. no: _____ Mobile tel. no: _____

Notes

1. Where a local authority has designated an area as an "alarm notification area" it is the customers' responsibility to:
 - a. Nominate willing keyholders who meet the criteria.
 - b. Advise the environmental health office of the local authority of the keyholders details.
 - c. Amend such details as and when they change over time.
2. This example form, based upon a real local authority form, is suggested as a means to do this in the absence of other advice.
3. Note that local authorities may publish their own preferred versions of keyholder notification forms.
4. Note that for signaled systems with URN response, it is the responsibility of the Alarm Receiving Centre to hold keyholder details.

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