

Alarm Keyholder Registration Scheme
Clean Neighbourhoods and Environment Act 2005

You may not be aware that if an intruder alarm has been sounding continuously for more than 20 minutes or intermittently for more than one hour and is causing a problem to people living or working in the area, the Local Authority has the power to enter your premises to silence the alarm. The cost of silencing the alarm is recovered from the premises owner/occupier.

However, we provide a **free, voluntary key holder registration scheme**. If your alarm misfires and complaints are received we can contact your keyholder who can then disable your alarm, end the disturbance and prevent formal action to disable the alarm.

To join the scheme:

- You should give us the name of keyholders who can enter your premises and will be able to turn off the alarm (we recommend that you nominate two keyholders).
- Choose someone who is likely to be at home when you are away or on holiday (do not tell us if you are away).
- We require the name of your keyholders and contact telephone number/s we can reach them on. No other information is required.
- It is your responsibility to get the agreement of your keyholders to take part in the registration scheme.
- Make sure that your keyholder knows how to turn the alarm off. Keep them up to date with any changes to locks, passwords or codes.
- Only if your alarm misfires and is causing a problem will your keyholder be contacted.
- If your alarm misfires and we receive complaints, we will make every reasonable attempt to contact your keyholder/s. They will be asked to enter your premises and turn the alarm off.
- If your alarm was professionally fitted you may wish to contact the installer and check if they offer an emergency call out service and will disable your alarm even if you are not present. Turning off your alarm may not be covered by your alarm contract.

We require the following information:

Your name and address (as the owner of the alarm): Postcode:	Work Number: Home number: Mobile number: Email:
Address of premises where alarm is situated: Postcode:	Tel. No.
Keyholder 1 name:	
Keyholder 1 telephone number:	Work: Home: Mobile:
Keyholder 2 name:	
Keyholder 2 telephone number:	Work: Home: Mobile:
Alarm installer details (if any): Postcode:	Tel. No: Email:

The information provided above will be held securely and will be used by the Local Authority if your alarm misfires. It will not be provided to any outside agencies and will be kept only for the use stated.

I give my permission for the Local Authority to hold the above details and understand that this information will be used to attempt to silence my alarm if necessary. My named keyholders have agreed to be nominated for the registration scheme.

Signature: Date:

Please return this form by post to:
Environmental Health
Welwyn Hatfield Borough Council
Campus East
Welwyn Garden City
Herts. AL8 6AE