



KEY HOLDER REQUIREMENTS

PSNI have elected **NOT** to retain a database of key holders however the following requirements still apply

- Key holders shall be trained to operate the alarm
- Be contactable by telephone
- Have adequate means of transport to attend the premises at all hours
- Have access to all relevant parts of the premises, and have access to all relevant keys and fobs required.
- Shall be able to attend within 20 minutes of being notified.
- Key holders must not reside at the protected premises.
- Key holders must reside at different addresses (e.g. husband & wife as key holders would not count as two key holders another one would still be required).
- Failure of key holders to attend when requested on the first occasion will result in a written warning. Failure to attend on two occasions in a rolling 12 month period or refusal to attend on any occasion will result in the withdrawal of police response for a period of three months. Where no key holder can be contacted, this will be treated as a failure of key holder.
- If a key holder is not available for any reason (e.g. sickness, holidays etc) a replacement must be provided. Key holder failure includes non-availability.
- Customers who employ a commercial key holding company must be aware of the Security Industry Authority Licensing Regulations in relation to key holding and response. A second key holder is still required.
- Request for police response should only come from the ARC's, key holders should not contact the police asking for their attendance unless they have arrived at the protected premises and there is a crime in progress or a crime has been committed. Any such requests for police will be recorded against the history of the security system.
- Police do not routinely wait for key holders and their absence does not mean police did not respond.
- Any changes in key holders must be notified to your security company within 28 days.
- If a key holder wishes to appeal an event recorded as a failure to attend within the specified 20 minutes, this can only be considered if accompanied by written evidence from the ARC (e.g. printout of Event Log).