

**ADMINISTRATION CHARGES****APPENDIX E****ADMINISTRATIVE CHARGES**

(a) Administration charges do not represent a charge for our attendance at alarm calls, nor do they form a contract with the occupier of the premises for response to calls. Please note that, from 1<sup>st</sup> April 2012 if both intruder alarm system and hold-up device are required an administrative fee of £43.49 plus VAT will be charged for each element.

The following are chargeable events

- (i) Application for a URN for a new system
- (ii) Change of security company for a system currently on police response
- (iii) Change of client for a system currently on police response
- (iv) Change of trading name for a system currently on police response
- (v) Application for a new URN for an existing system because the previous URN has been deleted (for any reason).

In the event the installation does not proceed after the URN has been allocated, the fee is non-returnable.

(b) URNs will only be issued to compliant security companies registered with the PSNI and only on submission of form Appendix F.

(c) Companies are required to purchase 'credits' in advance of allocation of URNs to their customers. The URN 'credits' will be available in blocks to suit the scale of the company's activities. URNs will only be released where the requesting company is in credit with the Police Service of Northern Ireland Alarms Administration Unit. Alarms Administration will determine the block size for each company and the threshold at which an invoice for another block of URNs is raised.

(d) Once an invoice for a block of URNs is issued, payment must be made within 30 days. Failure to pay within this period will result in the company being refused further URNs until 28 days after funds are received. Persistent late payment of invoices will be treated as a breach of the procedures set out in this document and may result in the company being refused URNs for a longer period, being reported to their inspectorate body and/or being removed from the list of compliant companies.

(e) All communications between security companies and the Police Service of Northern Ireland Alarms Administration Unit will be on the prescribed forms.

**ADMINISTRATION CHARGES****TRANSFER OF ALARM SYSTEMS****Between companies - Chargeable**

(a) Where a system is transferred between companies the new company must apply to the Police Service of Northern Ireland Alarms Administration Unit for the transfer of the URN (Appendix G). This must be supported by a copy of the written confirmation from the customer to the previous company terminating the existing contract (Appendix G Annexe B). The false alarm history of the system will be retained unless the system is upgraded to current standards.

(b) If a potential alarm company requires information relating to an existing alarm system they must apply to the Police Service of Northern Ireland Alarms Administration Unit with written authorisation from the customer. (Appendix G Annexe A)

(c) The Police Service of Northern Ireland Alarms Administration Unit will not become involved in disputes between existing/new companies and customers.

(d) Cancellations notified to the Police Service of Northern Ireland Alarms Administration Unit using form Appendix G will be held for 28 days to facilitate takeovers and to avoid deletion of the URN.

**Between Clients – Chargeable**

(e) Where an existing system has a change of client this must be notified using form Appendix G within 28 days. The false alarm history of the system will be retained unless the system is upgraded to current standards.

**Change of trading name - Chargeable**

(f) Where an existing system has a change of trading name this must be notified using form Appendix G within 28 days.

(g) Failure to notify the Police Service of Northern Ireland Alarms Administration Unit of changes to details within the time limit may result in the URN being deleted.

**Transfer of URN**

(h) The URN remains, at all times, the property of the Police Service of Northern Ireland and can only be transferred by application to the Police Service of Northern Ireland Alarms Administration Unit. Any attempt to circumvent this document will be treated as a breach of the procedures set out in this document.

**ADMINISTRATION CHARGES****Non Chargeable Events**

- (i) A security company takes over another security company.
- (j) A security company ceases to trade and another company takes over all the URNs in their entirety within 90 days.
- (k) Individual applications will be charged subject to the current administration fee.
- (l) Where an unconfirmed system is upgraded to confirmed technology whilst still eligible for Level 1, a new URN will be issued but the fee will be waived.