

# IMPORTANT INFORMATION NOMINATED KEYHOLDERS FOR YOUR SECURITY SYSTEM

PLEASE READ THE INFORMATION BELOW BEFORE COMPLETING THE FORM.



Your system includes remote signalling (monitoring), so it is important that you provide us with the names and contact details of at least two people that we can call if an incident should occur and to support us with the management of your security system. We refer to these as **“Keyholders”**.

A minimum of two keyholders is a requirement of the Police, Fire and Rescue Service and Environmental Health and **we must hold this information to continue with monitoring services**. We are happy to hold keyholder information for audible only systems but this is not a necessary requirement.

You may include yourself, but the authorities prefer at least two additional keyholders who do not reside at the premises but can attend within 20 minutes of being called. Keyholders will need keys to be able to gain access into the property and the ability to disarm the security system.

Please make sure all your keyholders are aware of the following:

- You and your keyholders should never put yourselves at risk and we would always recommend a mobile phone is carried when attending site.
- Before entering the property you should check around the outside and if you see anything suspicious you should not enter without the police.
- We will inform you or your keyholders if the police have been called but if you do see anything suspicious you should still call 999.
- When your alarm activates we allow the call to ring for 1 minute continuously before contacting the next Keyholder. Please be aware, if the call is unanswered or picked up by your voicemail/answer machine, then we will move onto the next Keyholder on your list immediately.
- Remember CIA is always there to support you and your keyholders and if you have a technical query or need to know what to do then please call us 24 hours a day on **023 9226 5111**.

There may be other people who use the system but do not need to be called in the event of an alarm incident. We call these **“System Users”** and also need to know their names.

As your system includes Remote Signalling it has been given a Monitoring Account Number and a security pass code or word and all users will need to be aware of these when we talk to them. Your security pass code can be either numbers or words, or a combination of both, but should not exceed 10 characters. If you are not aware of your monitoring account number or the passcode then please contact us.

**PLEASE NOTE THAT FAILURE TO ADHERE TO THE ABOVE INSTRUCTIONS  
MAY RESULT IN YOUR MONITORING ACCOUNT BEING SUSPENDED.**



**QUALITY ASSURED**  
Intruder Alarms  
Access Control  
Fire Systems  
CCTV

Security House, 212-218 London Road  
Waterlooville, Hampshire, PO7 7AJ  
**Switchboard Telephone No: 02392 265111**  
Main Fax No: 02392 265112  
Email: [keyholder@ciaalarms.co.uk](mailto:keyholder@ciaalarms.co.uk)  
Web Site: [www.ciaalarms.co.uk](http://www.ciaalarms.co.uk)

**CHRISTIE INTRUDER ALARMS LTD**

Account in the Name of:	SMS Account No:	Site ID:
Protected site address:		

- New Keyholder List, this will replace all existing Keyholders and Users**  
 **Additions to the existing Keyholders and Users, this will add the contacts detailed below to the end of the existing list.**

**Please supply an email address and mobile number so that we can advise you when your next maintenance visit will be carried out.**

<b>Email address:</b>	
<b>Mobile Number:</b>	

**If you are the owner/occupier at the property and you want to be contacted should an activation occur, you must also detail your information below to register as a keyholder.**

**KEYHOLDERS - WILL BE CONTACTED SHOULD THE ALARM ACTIVATE.**

Your Keyholders will be contacted for all low priority alarm activations by email instead of a telephone call. Please provide an email address in the relevant field below:

Keyholder 1 Name:		1 <sup>st</sup> Contact No:	
		2 <sup>nd</sup> Contact No:	
Email address:			

Keyholder 2 Name:		1 <sup>st</sup> Contact No:	
		2 <sup>nd</sup> Contact No:	
Email address:			

Keyholder 3 Name:		1 <sup>st</sup> Contact No:	
		2 <sup>nd</sup> Contact No:	
Email address:			

Keyholder 4 Name:		1 <sup>st</sup> Contact No:	
		2 <sup>nd</sup> Contact No:	
Email address:			

Keyholder 5 Name:		1 <sup>st</sup> Contact No:	
		2 <sup>nd</sup> Contact No:	
Email address:			

Keyholder 6 Name:		1 <sup>st</sup> Contact No:	
		2 <sup>nd</sup> Contact No:	
Email address:			

**PLEASE ENTER THE NAMES OF ANY SYSTEM USERS (THESE WILL NOT BE CONTACTED FOR ANY ACTIVATIONS)**

Name:	Name:
Name:	Name:



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 Main Fax No: 02392 265112  
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 Web Site: [www.ciaalarms.co.uk](http://www.ciaalarms.co.uk)

**For Office Use only:**

<b>Actioned by (Name):</b>	<b>Signature:</b>	<b>Date:</b>
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