

BE A GOOD NEIGHBOUR!

NOISE FROM INTRUDER ALARMS

Environmental Protection Act 1990 :Sections 79-80 & The Clean Neighbourhoods and Environment Act 2005

Intruder alarms are a popular way of providing security for homes and businesses. Each year the Royal Borough and the Police receive a number of complaints relating to noise from intruder alarms.

Under the Clean Neighbourhoods Act 2005, if you have a intruder alarm fitted to your home or business then by law you can be required to:

- Make sure your alarm has a 20-minute working cut-out device
- Register at least two key-holder details with your Local Authority

If the Royal Borough is required to deal with an alarm causing a statutory nuisance, the owner will be required to pay any costs incurred. There are a variety of steps that you can follow to avoid your alarm causing a nuisance; this includes registering your alarm with the Royal Borough.

Registering your key-holders

Under the new legislation, 'Clean Neighbourhoods and Environment Act 2005' Local Authorities can designate an area or their entire borough as an alarm notification area. This means once a Local Authority has successfully designated an area, failure to notify the Authority would be an offence.

The Royal Borough has not yet designated any area or the entire borough as an alarm notification area. However, under the Act, a Local Authority can set up a voluntary register of key-holders.

What exactly are key-holders?

A key-holder can either be an individual or a company who holds the key for your property and who is able to turn off your alarm and/or re-set it, if it has activated. This means that they must have instructions on how to use your alarm system, or be able to contact your alarm company and have the alarm stopped. If they cannot do this, then at least they should be able to give the Royal Borough access to sort it out.

If you use a specialist company they have to offer a 24 hour, seven days a week service, they must also be given a complete set of keys.

The key- holder(s) should be aware that they may be contacted any time of the day.

How many key-holders do you need?

We suggest that you have two registered key-holders who must be able to get to your home within 20 minutes.

What is a cut-out device?

Every alarm installation must be fitted with a working 20-minute cut-out device. This cut-out device must stop the alarm being heard by people living or working near the property within 20 minutes from the start of the alarm sounding. The cut-out must operate whether the alarm is on battery operation or connected to mains power. Automatic re-setting is not suitable if it results in the alarm sounding for 20 minutes, stopping, re-setting and then starting making noise again. All bells or sirens (such as the external and internal sounder) must be connected to the 20-minute cut-out device.

What happens if my alarm goes off and I do not have key-holders or they cannot be contacted?

If your alarm rings for more than 20 minutes:

- We may have to break in and disconnect the alarm.
- We may have to re-secure your premises by changing the locks.
- We will charge you for any time and money that was spent deactivating your alarm.
- If your alarm causes noise nuisance, the Royal Borough may decide to prosecute you. If you are found guilty the courts may impose fine up to £5,000 (£20,000 for businesses). This fine will be in addition to the costs you will incur to the Royal Borough for de-activating your alarm.

Save yourself these costs; if you have an existing intruder alarm, are installing a new alarm or are moving into house or business premises fitted with an alarm, make sure that:

- 1. The alarm has a working 20-minute cut-out device**
 - 2. Register at least two key-holder details with your Local Authority**
- DO NOT USE THE ALARM UNTIL YOU HAVE REGISTERED YOUR KEY-HOLDERS AND INSTALLED A 20 MINUTE CUT-OUT DEVICE.**

To register your Key-holders with the Royal Borough please complete and return the attached form to the address below:

Royal Borough of Greenwich
Directorate of Housing & Safer Communities
Environmental Health
Pollution & Residential Services
Community Protection Team
4th Floor, Woolwich Centre
35 Wellington Street
London, SE18 6HQ

Tel: 020 8921 8921
Email: pollution-regulation@royalgreenwich.gov.uk
Web: www.royalgreenwich.gov.uk

Intruder Alarm Notification

Please be advised that an audible alarm has been fitted at these premises, with a 20-minute cut-out device.

PLEASE PRINT DETAILS

FULL PREMISES ADDRESS			
Name of Householder / Company			
Contact Numbers	Home:	Day Time:	Mobile:
Name of person completing Form & designation			

*The following people have agreed to act as key-holders.
Key holders should be ideally able to get to the property within 20 minutes.*

PLEASE PRINT DETAILS

	Name	Home Address	Day Time Address
1)		Tel: Mobile:	Tel: Mobile:
2)		Tel: Mobile:	Tel: Mobile:
<p>Please ensure you notify the Royal Borough if you move away, or change key-holders. Thank you for your assistance</p>			