

Message from Devon and Cornwall Constabulary.

Recording of your keyholder details

Why a change?

For many years Devon & Cornwall Constabulary have provided a benefit to businesses and individual residents by recording details of their keyholders. This enables a responsible person to be called out if an incident occurs at the property.

The use of modern technology and computerisation now allows us to enhance the system. This will enable us to improve the service and free up more officers to fight crime.

A new keyholder information database bureau has been created, staffed by personnel dedicated to inputting and maintaining the confidentiality of your details. In the event of a member of staff not being available to receive your call, please leave the required details on the answerphone. We will call you back with your reference number.

Who should join the new scheme?

- **Monitored alarm?**

If your premises has a monitored alarm, then you should already be updating your alarm company and alarm receiving centre of your current keyholders.

However, you may also wish to join the new scheme, quoting your existing Unique Reference Number (URN) in case there are any incidents which affect your premises but would not cause your alarm to be activated. For example, if there was a flood following a burst water pipe. Unless your alarm activates, the emergency services may not immediately know who your keyholders are.

- **Audible-only alarm?**

If your alarm rings a bell or siren at the premises but is not monitored by a third party you should still join the scheme. It is of paramount importance that keyholders can be called to investigate why the alarm has activated and to reset it.

If you join the new scheme, officers will always know how to contact your keyholders.

- **No alarm?**

Even if your factory, workshop, office or home does not have an alarm, should something happen at your address when you're not there, the emergency services will know who to contact if you join.

What are the advantages to you?

- The ability to bring problems at your property quickly to the attention of a keyholder - to ensure that your property receives attention in the shortest possible time.
- To allow the authorities to quickly notify you of any impending danger such as flooding, pollution etc - to ensure your safety.

- Your information will be kept secure and will only be available to the emergency services - to ensure the security of your personal details.
- Your information can be easily updated - to make life simpler.
- You may indicate your preferences for emergency repairers - who we could call if we were unable to contact you.
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How much does it cost?

To join the scheme you will need to telephone us using a special number:

0901 470 0440

Calls on this premium line number are **charged at 60p per minute** (*price correct at date of publication, October 2002*). **Maximum call charge of £5.00.**

However the **average call is about three minutes.**

Always write down in advance the information that is required.

When you ring 0901 470 0440...

You will need at hand the information listed below so you can limit the length of your call. Please do not ring this number for any other purpose.

You will need to ring 0901 470 0440 every two years...

This is to ensure that your entry is kept 'live' on the new system. You will be advised of your renewal date every time you ring to update your records.

These are the details you must have ready when you ring...

1. Name of premises (URN No if applicable)

Full address, postcode and telephone number.

2. Keyholders 1 and 2: full names, addresses, telephone numbers

3. Any hazards at the address

e.g. toxic substances, dogs, ponds, swimming pools

4. Preferences for emergency repairs

e.g. glazier, locksmith, other – contact details.