

Alarms

Preventing nuisance from intruder alarms



Basingstoke
and Deane

Audible intruder alarms are widely used to deter unauthorised entry into homes and commercial premises. Unfortunately, they can develop faults and the persistent noise of an alarm can cause considerable disturbance and distress to your neighbours.

The Law

If your intruder alarm sounds for an extended period of time, it could be considered a Statutory Nuisance under the Environmental Protection Act 1990, or deemed an annoyance under the Clean Neighbourhoods and Environment Act 2005. If the council decided that the alarm is causing such a problem, we will try to find a keyholder. If this is not possible, and the alarm is still causing a nuisance, we may take legal action in order to silence it. If we need to enter your property by force we will obtain a Magistrates' Warrant. The council has the power to recover any costs involved from the owner/occupier, to disable the alarm.

What can you do?

To avoid problems before they happen, you should take the following steps:

- Ensure the alarm is properly fitted with sensors in appropriate places. If you fit it yourself, follow the manufacturer's guidelines.
- Make sure you, members of your family or staff, and keyholders know how to switch off the alarm, and any backup device.
- Ensure the alarm is fitted with a cut out device, that will silence the alarm bell after a maximum of 20 minutes.
- Notify the council and police of at least two keyholders able to attend if called at any time. Or, if you employ a keyholder service



company, available 24 hours a day, you can give their details. Please use the form overleaf to notify us of your keyholders. Please also remember to keep us updated about any changes to the keyholder information. Make sure any borrowed keys are returned to the key holder.

Notification to Basingstoke and Deane Borough Council

Information submitted on this form is considered to be sensitive.

Please remove the completed centre pages and return to the FREEPOST address below in a sealed envelope.

Environmental Health

Basingstoke and Deane Borough Council

FREEPOST BZ97/6

Civic Offices

London Road

Basingstoke

RG21 4AH

Please contact Hampshire Constabulary by phoning 02380 745381 or email key.holderdatabase@hampshire.police.uk to request an alarm key holder registration form. Please visit www.hampshire.police.uk for more information.

Notification to Basingstoke and Deane Borough Council. Address at which the alarm is/will be installed

Name _____

Address _____

Postcode _____

Home tel _____ Work tel _____

Mobile tel _____

E-mail _____

Contact details of key holders are:

(Please include at least TWO different names and addresses for us to contact in an emergency)

1. Name _____

Address _____

Postcode _____

Home tel _____ Work tel _____

Mobile tel _____

E-mail _____

2. Name _____
Address _____

Postcode _____
Home tel _____ Work tel _____
Mobile tel _____
E-mail _____

Alarm Maintenance Contractor/Key holder Service (if any)

Name _____
Address _____

Postcode _____
Home tel _____ Work tel _____
Mobile tel _____
E-mail _____

Nature of the installation (Please mark with an X)

New Existing

Has an automatic cut-out device been fitted to the system?

Yes No If 'Yes', the alarm will stop after minutes.

This notification is given by (please print)

Name _____

Date _____

Signature _____

Address (if different from the location of the alarm)

Postcode _____

Tel _____

E-mail _____

UR 23/06 16:49

FIRE

POLICE

SPECIAL

1

2

3

MODES

4

5

OPTIONS

OK

CANCEL

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customer.services@basingstoke.gov.uk

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