

## Your responsibilities as a Keyholder



As a keyholder nominated by the property owner, you could be called by Custodian if we receive an alarm signal.

**It is very important that you accept our call and attend site as quickly as possible.**

### Key facts you need to know...

- There should be a minimum of 2 contacts/keyholders available 24/7
- Each keyholder should have transport and reside within 20 minutes of the property
- **Remember to take keys for the property**
- Save the Custodian telephone numbers **0844 879 1703 / 1719**
- **For disaster recovery purposes we use non-geographic numbers for passing alarm calls and our numbers must not be placed on restriction with your telephone service**
- Know how to unlock the door(s) of the property
- **Know where the alarm panel is located**
- Know the alarm panel code and how to reset the alarm to secure the property
- **Have the property owners contact details so you can let them know what has happened**

### Duty Calls

When you arrive at the property:

- **Do not put yourself at risk**
- **Do not enter the property unless you are certain that it is safe to do so, if the emergency service have attended site, follow any instructions given**

### What to expect...



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## Some things to think about...

- **Get Keyholder Care cover from Custodian when you are called out to site**

This innovative service makes sure we know if there is a potential problem or risk and allows us to notify your emergency contacts quickly to get help.

A solution delivering additional protection to your people, offering peace of mind when keyholder safety could be compromised when attending site.

**CLICK**

<http://www.custodianmonitoring.com/services/keyholder-care/>

- **Use TOUCH to update your own keyholder records, authorised user and password changes.**

- Access on the go from any internet ready device
- Easy to navigate
- Remote access for peace of mind
- Generate key reports
- View activation history

**CLICK**

<http://www.custodianmonitoring.com/tech/touch/>

**FACT**

- During 2014, our Alarm Receiving Centres could not speak with a keyholder 47% of the time when calling
- If we can't get through to any of the listed keyholders, the first keyholder on our list will be sent a text message advising we have tried to call
- The Alarm Receiving Centre cannot advise on what actions the Contact/Keyholder should make. It is recommended if we call a Contact/Keyholder they attend the protected premises without exception

## What to expect...

