

Alliance Mobile Security Limited

Hersham Place Technology Park • Molesey Road • Hersham • Walton on Thames • Surrey • KT12 4RZ
Telephone 0844 69 33 11 8 • 01932 229711 • Fax 0844 69 33 11 9
www.alliancemobilesecurity.co.uk • info@alliancemobilesecurity.co.uk



Frequently Asked Questions

How long does it take for the service to be operational?

Ideally, the service should be operational the following working day depending if we have enough information to undertake the service and we hold tested keys to allow access.

Do you need to visit the property before agreeing to the service?

Yes. A keyholding site survey at the home where the service is to be undertaken is required before commencement. The site survey normally takes one hour.

Could the keyholding subscription charge increase?

Potentially yes but it does not happen often.

Increases in the subscription may occur in instances where you have a rather complex property which may include multiple alarms or alarm systems, multiple buildings covered by the same alarm or separate alarms.

Do you normally leave with all the information you have requested?

No. As long as we have enough information to start the service then we are able to proceed. Your home assignment instruction is a living document and can be updated as many times as you like during the course of the year.

I am reading through my terms and conditions and I do not see a period of termination notice?

Alliance provides a number of short, medium and long term services with varying periods of termination notices. Keyholding services, as standard have a termination notice period of ONE MONTH.

I see that responding to alarm activations is included within my keyholding subscription charge. Is there anything else I may have to pay if I take on the service?

Potentially, yes.

Should we need to call out a tradesmen, for example, to secure damaged property then those charges, if taken on by Alliance Mobile Security, will be forwarded to you.

If you request, or there is a request for, any response/attendance outside of attending an alarm activation then these would be invoiced at the appropriate charge. For example, mobile patrols or unlocks/locks for tradesmen would be charged at their respective rates.

Do you have out of hour's trades people who can support with a damaged property?

Yes. We have a number of local trades available 24hrs a day for different situations.

Alliance Mobile Security Ltd

Registered Address:- Chancery House, 3 Hatchlands Road, Redhill, Surrey, RH1 6AA
Registered in England & Wales
Company No.:370 4763 : : VAT No.: 896 7058 62

Alliance Mobile Security holds SIA approved contractor status for the provision of key holding services



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Can you provide any assurances on the security of the keys and information?

We know keys and property information is of paramount importance and as such our systems and processes are built to perform against and detect internal and external breaches. Although we never list all of our measures we have presented some of the steps we take below.

Our alarm response officers on St Georges Hills:-

- are pre-employment screened to British Standard 7858
- do hold a valid license for security and this is checked weekly to ensure the license remains valid
- do not carry or hold paper property assignment instructions anywhere on the estate
- will only know which key set to use when they are notified to attend your home
- your house keys are checked once every 12hrs
- your house keys are secured onto a tamperproof security seal which cannot be replicated
- your house keys are labeled by a number not by house name
- your keys are stored in a locked tamperproof key pouch
- the key pouch is locked by a unique serially numbered seal that cannot be replicated
- keys are held within a security modified cabinet
- access to our servers is monitored and users actions are recorded
- all alarm response officers have their own unique control-room password
- all calls to our control-room are recorded
- daily control room reports include information supplied to alarm response officers
- the vehicle is satellite tracked and can be tracked via smartphone or on web platform
- the vehicle does have a category 1 alarm and immobilizer
- the vehicle is equipped with CCTV
- all vehicle doors accessing the key security cabinet have patent key slam locks installed

What are your credit terms and how can I pay?

Our credit terms are 30 days from date of invoice. If you were to have a start date of services on 16th January 2013 then your subscription invoice would be presented within the first week of February. The credit terms would mean that payment would be due by the end of February. Our current payment options are;

- Cheque made payable to **Alliance Mobile Security Ltd**
- Electronically to
Barclays Bank PLC Crawley High Street
Sort Code 20 23 97
Account name Alliance Mobile Security Ltd
Account No: 43920852

I am still unsure, could we meet on a no obligation basis?

Yes. We would treat this as a meeting to discuss the service thoroughly and to answer all of your questions so you have an informed choice. Should you wish to proceed then we would be prepared, if not, then no cost has been incurred.

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Does a keyholding survey meeting need to be during the working day?

No. We understand that this is a working period for most so we are flexible with when meetings can take place, either during the evenings or at weekends.

Why two sets of keys?

It is purely to enable the most efficient response possible. We can operate with one set of keys but to have the most efficient service then it is best to hold two sets. Each key set is held in a separate location within our custody and control.

Why the two different types of phone numbers?

Simply we promote both numbers which go through to the same location as part of our disaster continuity.

All our 0844 telephone numbers are non-revenue generating. Their benefit comes from the ability to immediately forward all calls to another telephone number when a fault is found. The 01932 telephone numbers may be off line for a number of hours as the call forwarding would be under the control of British Telecom.

If calling Alliance Mobile Security from abroad always use the 01932 229711 telephone number.

Are you inspected by any organisation?

Yes. Alliance Mobile Security is inspected, at our offices for the following accreditations:-

- **Security Industry Authority (S.I.A) Approved Contractor Scheme (A.C.S)**
- **British Standard 7858**
British Standard for security screening of individuals employed in a security environment.
- **British Standard 7984**
British Standard for operating a contracted keyholding service.

In addition to these on-site inspections, we are also inspected by:-

- **SafeContractor**
Health & Safety at work

Lastly, responding to a burglar alarm could be dangerous, do you operate any safe systems of work for your alarm response officers?

Yes. Like your keys and information our alarm response officers also need to be protected. We have listed below some of the measures we take to ensure their safe keeping:-

- Hourly check calls, check calls on arrival at an alarm, during the alarm, at the close of the alarm
- The wearing of a GPS location device that can transmit SOS signals to our control-room
- The wearing of a device that covertly monitors a potentially hazardous situation and escalates to Police and all other security personnel to immediately respond
- GPS tracked vehicles & welfare checks by other patrol officers

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