



NORFOLK
CONSTABULARY

Our Priority is You

Oct 2011 - Version 2.0

Keyholder Register

Who holds the key to your property?

Protect your home or business today by phoning us on **101**, visit www.norfolk.police.uk or complete the enclosed form.



Welcome to Norfolk Keyholder Register

Norfolk Keyholder is the only Official Constabulary Database

Registration to the Keyholder service provided by Norfolk Constabulary, ensures peace of mind to both home and business owners, helping us to deliver an effective and secure service to you and those responsible for your property.

Where you or your keyholder are able to assist, the scheme saves you time and inconvenience, and you may reduce any damage to your property, as the scheme enables the building to be accessed and secured by a keyholder, avoiding further loss, cost or injury.

How does it work?

On being informed of an alarm sounding or an incident at your premises, we will attempt to contact you or one of your nominated keyholders. If suspicious activity is reported in conjunction with the alarm/incident a police officer will also be requested to attend and circumstances permitting, you or your keyholder may be asked to assist in gaining access to your premises. You also have the option of displaying a door/window keyholder notification sticker.

What do I need to do?

By including yourself, you can select up to four additional keyholders who would be able to attend your home or business in an emergency. Your keyholders should also have knowledge of how to operate any security system you have installed, and of any other potential hazards.

How much does it cost?

Non-Commercial Properties inc. Schools / Registered Charities	£13 inc. VAT per annum*
Commercial Premises	£25 inc. VAT per annum*
At present payment can only be made by cheque. Cheque's must be made payable to 'UÚÔÖÄ† !Ä[!-† \'. '.	
* Prices are inclusive of 20% VAT	

Introductory offer - sign up using the enclosed form & receive 14 months subscription for the price of 12



How do I sign up?

By completing the enclosed registration form and sending it, along with your cheque to:

Norfolk Constabulary
Control Room Support Office
Jubilee House
Falconers Chase
Wymondham
Norfolk
NR18 0WW



Should you have any queries with regards to your registration, please contact us in one of the following ways;

Call: 101 and ask for Norfolk Constabulary Keyholder Scheme

e-mail: keyholder@norfolk.pnn.police.uk

What happens next?

Once your application has been received and processed, you will receive back a confirmation letter including VAT receipt and door notification sticker.

You relax, safe in the knowledge that your home is secure and should the need arise in an emergency, a trusted friend or relative would be contacted when you are not there.

You can also be rest assured that all your information will be stored by Norfolk Constabulary in accordance with the Data Protection Act 1998 and will only be made available to the Emergency Services.

Once registered, you may keep us informed of any changes to your keyholder list supplied, and we will send you a new form upon subscription renewal.

Frequently asked questions

Q: How will I know when to renew my registration?

A: Renewal letters will automatically be sent as the end of your registration nears expiry date. You will need to send this back ensuring that any changes or updates to your keyholder details have been made. Once we have received this with your renewal fee, a renewal acknowledgement letter including a VAT receipt will be issued.

Q: Surely the police have an obligation to hold keyholder details?

A: There is no statutory requirement for the Police to maintain such details free of charge; a number of forces no longer maintain keyholder details at all. Together we can ensure that the information for your premises is accurately maintained and put to the most effective use. The police scheme is strictly operated on a not for profit, cost recovery basis.

Q: Do I need to have an alarm installed in my property?

A: No. This scheme is both suitable for lock-up premises and properties with no alarm, and for those with an alarm which is not linked to a 24 hour monitoring centre.

Q: I have a keysafe to my property, do I need to inform you of my code?

A: Yes. if you wish us to have access to it. We will only store keysafe information if you are part of this scheme, as well as the other benefits of the keyholder registration.

Q: Can I give you details of my preferred contractors should they be required in an emergency?

A: No. if you have preferred contractors for boarding up, water/gas/electric suppliers, you should advise your keyholders. They can then call the contractor on your behalf. However, if your keyholder or preferred contractor is unavailable, we will secure your premises using our preferred contractor, whereupon you will be invoiced directly, but you may be able to claim this back through your insurer.

Q: Can I register more than one property?

A: You can register as many properties as you need to. The cost of registration is per property. Should you require registration for multiple properties, please contact us as we may be able to offer discounts for block registrations.