

## **How does key holding work?**

In the event of an alarm activation at your property, we follow the following procedure:

- Working from our control centre, our team of experienced personnel takes the call from the alarm company (unless you have requested otherwise, you or your colleagues would not be informed at this stage)
- Upon receipt of the call, one of our response drivers is issued with the keys to your property as well as the instructions previously agreed with you during the initial property survey.
- Our response officer is immediately dispatched to the property and, upon arrival, will conduct an external property patrol
- If the property exhibits signs of intrusion, police assistance is sought and the property is only entered once the police have arrived at site

If the property does not show signs of intrusion or disruption:

- Our response officer will enter the building following the agreed instructions
- On entering the site, our officer will make their way to the alarm system and silence the alarm, taking note of any activated areas displayed on the keypad
- The officer will then proceed to the area of the activation. If possible, any identified problems will be rectified and the alarm system reset
- The property is re-secured

If the alarm system cannot be reset:

- We contact the alarm company to arrange for an out of hours engineer to repair the fault. At no time would the property be left unattended.
- When all necessary works or actions have been completed, information detailing what time we arrived and what we found will be left for your attention.
- After leaving site, our response officer immediately returns to our control centre, where the keys and site instructions are signed in and re-sealed by control centre staff.

In every event, during normal business hours of the next working day a member of our operational management team will contact you to follow up on the report and ensure everything was completed to your satisfaction.

**For more information about our key holding service, which is available in Leeds, Bradford, Halifax, Huddersfield, York, Harrogate, Skipton, Wakefield and the wider West and North Yorkshire areas, call 0844 880 7100 or email [enquiry@gough-kelly.co.uk](mailto:enquiry@gough-kelly.co.uk).**