



Hampshire Constabulary Chief Constable Andy Marsh

Keyholder Registration
Vickery House
Southern Support & Training HQ
Hamble Lane
Hamble
Hampshire
SO31 4TS

Our ref: Keyholders
Your ref:

Telephone: 023 8042 6046
Deaf/speech impaired minicom: 01962 75000
Email: keyholder.database@hampshire.pnn.police.uk

Dear Sir/Madam,

Message from the Chief Constable about our new keyholder registration scheme

For many years Hampshire Constabulary has provided a free service to ensure peace of mind to both businesses and domestic residents by recording keyholder details.

We have developed a new and improved service and are inviting new or existing record holders to subscribe.

Where you or your keyholders are able to assist, the new scheme will save time and inconvenience, and may reduce damage to your property. 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 at your premises, Hampshire Constabulary will attempt to contact you or one of your nominated keyholders.

If suspicious activity is reported in conjunction with the alarm then a police officer will also be requested to attend and either you or your keyholder may be asked to gain access to the premises.

It should be noted that the police do not automatically attend audible only (Type B) alarms. Details of the policy can be found on the website of the Association of Chief Police Officers at www.acpo.police.uk.



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In addition to the keyholder database, we also offer a key fob recovery service, which means that all keyholder members are issued with a key fob, featuring the force crest and a unique identifying number.

People who find lost keys with the Hampshire fob are encouraged to hand the keys to the police or send them to a secure postal address. This allows for the keys to be returned to their rightful owner.

From every subscription received a donation is made to the Blue Lamp Trust Bobby Scheme which provides help to the elderly and vulnerable people in communities across Hampshire and the Isle of Wight. For more information on the Bobby Trust please visit www.bluelamptrust.org.uk

What do I need to do?

By including yourself, you will need to select a maximum of three other keyholders who would be able to attend your home or business - ideally within 20 minutes.

Your keyholders should have knowledge of how to operate any security systems you have installed and any other potential hazards at the property.

Under Hampshire Constabulary's duty of care we may have to request premises to be boarded up in order to prevent further unauthorised entry or damage to the property. Any chargeable repair will be invoiced to the owner/occupier.

As part of our new service, if you wish to nominate your own boarding company to attend, then please fill in the relevant details on the enclosed registration form.

Should you also wish to nominate your preferred alarm company, Plumber, Electrician, Locksmith, or simply ask us to note where the stop cock is for your water then please indicate this on the enclosed form to enable us to deal with most emergencies if you are unavailable.

For further information on Trading Standards approved traders, please visit www.buywithconfidence.gov.uk.

If you don't currently have an alarm and are thinking about one then please visit www.nsi.org.uk and www.ssaib.org to assist in making an informed choice on your alarm provider.



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How do I sign up?

By completing the enclosed registration form and sending it back to:

Security Systems Administration
Vickery House
Southern Support & Training HQ
Hamble Lane
Hamble
Hampshire
SO31 4TS

Alternatively please contact us by either calling 023 8042 6046 or emailing keyholder.database@hampshire.pnn.police.uk

The cost is only £24 for Domestic premises, that's peace of mind for just £2 a month.
Or £50 for Commercial premises, both payable on an annual basis.

How to make Payment

We can accept payment by cheque or by telephone. If you wish to make a secure payment over the telephone then please call 023 8042 6046 and following the instructions provided.

What happens next?

Once your application has been processed you will receive an information pack and confirmation letter with a unique reference number which you will need to quote when contacting us.

You can rest assured that all your information will be stored by Hampshire Constabulary in accordance with the Data Protection Act 1998 and will only be made available to the emergency services.

Once registered, you may update us with any changes to your keyholder list supplied, please ensure you have your reference number to hand.

We will write to you every year inviting you to renew your subscription.

Yours faithfully,

Kathy Hawkes



Hampshire Constabulary
Chief Constable Andy Marsh

Security Systems & Business Support Supervisor