We are all aware of the benefits of an audible intruder alarm protecting our property, but if they sound continuously due to a fault they can often become a nuisance to nearby residents.

Under the powers available the Council may enter your premises and silence an alarm which has been sounding continuously for more than 20 minutes or intermittently for more than 1 hour and is causing annoyance to those nearby. Any costs incurred by the Council will be recharged.

- Alarms should have an automatic cut out device after 20 minutes, which will stop the alarm sounding, but any lights attached will continue to operate indicating the premises are still alarmed.
- Ask friends or neighbours to hold keys to the property in your absence. Notify the Council of your key holder details, so that contact can be made to silence the alarm, even if you are away. Always ensure that up to date details are held by the Council to aid in the silencing of your alarm and ensure that the key holders do not live too far away.
- If your neighbours are not the key holders, make sure they are aware who is, so contact can be made to attend and switch off the alarm and limit the nuisance it may cause.
- Make sure your alarm is regularly serviced.

Completing and returning the form overleaf to the address below will ensure details of your key holders are accessible in case of your alarm misfiring.

You are not obliged to divulge the information requested below to the local authority. However, if you permit your alarm to ring unnecessarily action may be taken against you. It is therefore in your own interest to adhere to the above precautions.

To obtain further advice on noise from audible intruder alarms please contact the Environment and Planning Department:

Telephone: 01978 298989,
Email: contact-us@wrexham.gov.uk
The ‘Control of Noise (Code of Practice on Noise from Audible Intruder Alarms) Order 1981’ (Statutory Instrument 1981 No 1829) gives guidance on methods for reducing the incidence of nuisance caused by the ringing of alarms. If you permit your alarm to ring unnecessarily, action may be taken against you under Sections 80 and 82 of the Environmental Protection Act 1990. It is therefore in your own interest to adhere to the procedures set out in the code of practice, which can be purchased at Government bookshops or through booksellers. Under the Clean Neighbourhoods and Environment Act 2005, the local authority has the power to enter premises in order to silence alarms where key-holders cannot be reached. These provisions apply to audible intruder alarms sounding for twenty minutes continuously or one hour intermittently and which are likely to give persons living or working in the vicinity of the premises reasonable cause for annoyance.

Paragraph 5 of the code of practice states that that alarm-holder should, within 48 hours of installing a new alarm system, or of taking over an existing one, notify the local police of the names, addresses and telephone numbers of at least 2 key-holders and that the alarm-holder should, at the same, notify the local environmental health authority that the alarm has been newly installed or that he has taken over responsibility for an existing alarm system. The code also states that alarm-holders should notify changes in nominated key-holders to the police within 24 hours.

This form should be used to give the police details of key-holder arrangements in the case of an existing installation or a new installation or to notify them of a change of alarm-holder or key-holder in the case of an existing installation. Form B should be used to notify the local environmental health authority that a new installation has been made or an existing one taken over.

Section 7 of the form should only be completed if the installation has been fitted with a device which will automatically stop the ringing of the audible alarm some time after it has been activated.

Section 7 (i) of the form should only be completed if you have asked the local authority to agree a response time of more than 20 minutes (see paragraphs 6.2 and 6.3 of the code of practice).

To the SENIOR OFFICER,……………………………………………….Police Station

As the person responsible for the audible intruder alarm installed at the premises indicated at (2) below, I wish to notify you that the names of my nominated key-holders are those shown at (4) below. I undertake that one or other of them will always turn out and will take responsibility for silencing the alarm within 20 minutes, or such longer time as may be agreed with the local authority in writing, from receiving notification that the alarm is ringing.*

1. Nature of installation (please tick the appropriate box)

   New Installation [ ]  Existing Installation [ ]

2. Premises at which the alarm is installed

Address (including postcode)……………………………………………………………………………………………………………………………………………………………..

Occupant’s name…………………………………………………………………………………………………………………………………………………………………………………..

The information held on this form will be used for the purposes of compliance with the Environmental Protection Act 1990 and will not be disclosed outside Wrexham County Borough Council and the Police.

Please note that any information relating to persons included on this form is accepted on the understanding that they agree to the use of the information in this way.
3. Person responsible for the alarm (the alarm-holder)
   Name
   Home Address (inc. postcode)
   Business Address (inc. postcode)

   Tel.         Tel.

4. Nominated key-holders (one of whom may be the alarm-holder)
   Name
   Home Address (inc. postcode)
   Business Address (inc. postcode)

   1.
   Tel.         Tel.

   2.
   Tel.         Tel.

   unless otherwise requested, key-holder 1 will normally be contacted first. Details of any additional key-holders should be added at the end of the form.

5. Alarm owner (if different from 3; eg a security company)
   Name………………………………………………………………………………………………………………
   Address (including postcode)………………………………………………………………………………………
   ……………………………………………………………Tel No…………………………………………………………

6. Alarm maintenance contract (if different from 5)
   Name………………………………………………………………………………………………………………
   Address (including postcode)………………………………………………………………………………………
   ……………………………………………………………Tel No…………………………………………………………

7. Automatic cut-out device (see Note iv.)
   An automatic cut-out device has been fitted to the system and is timed to stop the ringing of the audible alarm…………. minutes after it has commenced ringing.

   (i)  I have asked Wrexham County Borough Council to agree a response time of …………… minutes.

   Signed………………………………………………….(Alarm Holder)

For Police Use Only

   Notification received that the local authority has agreed a response time of …………… minutes.

   Signed………………………………………………… Date………………………………………………

NOTE: SEND COMPLETED FORM TO YOUR LOCAL POLICE STATION
The ‘Control of Noise (Code of Practice on Noise from Audible Intruder Alarms) Order 1981’ (Statutory Instrument 1981 No 1829) gives guidance on methods for reducing the incidence of nuisance caused by the ringing of alarms. If you permit your alarm to ring unnecessarily, action may be taken against you under Sections 80 and 82 of the Environmental Protection Act 1990. It is therefore in your own interest to adhere to the procedures set out in the code of practice, which can be purchased at Government bookshops or through booksellers.

Paragraph 5 of the code of practice states that the alarm-holder should, within 48 hours of installing a new alarm system or of taking over an existing one, notify the local police of the names, addresses and telephone numbers of at least 2 key-holders and that the alarm-holder should, at the same time, notify the local environmental health department that the alarm has been newly installed or that he has taken over responsibility for an existing alarm system. The code also states that alarm-holders should notify changes in nominated key-holders to the police within 24 hours.

This form should be used to notify Wrexham County Borough Council of an existing installation or that a new installation has been made or an existing one taken over. Form A should be used to give the police details of key-holder arrangements.

Section 6 of this form should only be completed if you wish to ask the local authority to agree to a response time of more than 20 minutes (see paragraph 6.2 and 6.3 of the code of practice).

To Wrexham County Borough Council, Housing, Public Protection and Environment Department, Ruthin Road Offices, Wrexham, LL13 7TU

As the person responsible for the audible intruder alarm installed at the premises indicated at (2) below, I wish to notify you that I have given the names and addresses of my nominated key-holders to:

police station and that I have signed an undertaking that one or other of my nominated key-holders will always turn out and will take responsibility for silencing the alarm within 20 minutes, or such longer period as may be agreed with you in writing, from receiving notification that the alarm is ringing.

Signed…………………………………………… Date……………………………………………

1. Nature of Installation (please tick the appropriate box)
   - New Installation
   - Existing Installation

2. Premises at which the alarm is installed
   
   Address (including postcode)……………………………………………………………………………………….

The information held on this form will be used for the purposes of compliance with the Environmental Protection Act 1990 and will not be disclosed outside Wrexham County Borough Council and the Police.

Please note that any information relating to persons included on this form is accepted on the understanding that they agree to the use of the information in this way.
3. Person responsible for the alarm (the alarm-holder)…………………………………………………………

Name…………………………………………………………………………………………………………………
Home Address (inc. postcode)…………………………………………………………………………………
Business Address (inc. postcode)………………………………………………………………………………
Tel.……………………………………………………………………………………………………………………
Tel.……………………………………………………………………………………………………………………

4. Alarm owner (if different from 3; eg a security company)

Name…………………………………………………………………………………………………………………
Address………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………
Telephone………………………………………………………………………………………………………………

5. Alarm maintenance contract (if different from 4)

Name…………………………………………………………………………………………………………………
Address………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………
………………………………………………………………………………………………………………………
Telephone………………………………………………………………………………………………………………

6. Response time (see Note iv.)

a) I should like to discuss with you the possibility of agreeing a response time of ………….. minutes. My
reasons for wishing an agreed response time of more that 20 minutes are attached.

Signed…………………………………… Alarm Holder

b) We agree that the response time adhered to in silencing the audible alarm installed at
……………………………………………………….. should be …………………….. minutes.

Signed…………………………………… Alarm Holder
Signed……………………………………….. for Wrexham County Borough Council

Date………………………….

Return form to: Wrexham County Borough Council,
Housing, Public Protection and Environment Department,
Ruthin Road Offices
Wrexham
LL13 7TU

Telephone calls to: 01978 298989