

Professional security services for the business community

Key holding & alarm response

Regulations lay down by the Association of Chief Police Officers state that keyholders must be able to attend their premises within 20 minutes of being notified that their alarm has been triggered.

- What would happen if YOUR alarm was triggered tonight?
- Would you be able to attend if you were ill, on holiday or had had a drink?
- Would you really want to be dragged out of bed to go into an empty building alone?

Our Alarm Response and Keyholding service is a cost-effective way to release you from these responsibilities.

How does it work?

On the event of an alarm activation at your property our team of experienced personnel at our control centre would take the call from the alarm company, rather than you, or your friends, neighbours or work colleagues.

We send one of our response officers with the set of keys for your property, together with instructions previously written in conjunction with you during our initial survey to the property.

Upon arrival, the response officer would, if applicable, conduct an external patrol of the property.

If the property exhibits signs of intrusion, the police assistance would be sought and the property would only be entered in company of police officers.

Assuming that there is nothing obviously wrong with the outside of your property, the response officer would enter the building, silence the alarm, taking note of the activated areas displayed on the keypad.

The officer would then examine the area of the activation, if possible the problem would be rectified and the alarm system would be reset and the property re-secured. If the alarm system cannot be reset, the alarm company would be contacted for an out of hours engineer to repair the fault; at no time would the property be left unattended.

When we have finished on site a written report would be left for your attention. Once final checks are complete our response officer would then return the keys and instructions for your property back to our control centre.

On the next working day, during normal business hours, a member of our operational management team would contact you to follow up on the report and ensure everything was done to your satisfaction.



We provide immediate response whenever an alarm is activated, to investigate, rectify and secure your property and in most cases, without having to disturb you.

Call us today on 0800 157 7133 for a free review of your current arrangements or advice on any security issue
Email Us: sales@merciafacilities.co.uk