



Nottinghamshire
County Council
Community Services

Trading Standards *Information*

Thinking of buying a burglar alarm?

Before you decide to get an alarm, make sure that your door and window locks are secure -these are the best defence against burglars.

Don't sign up for anything on impulse. Some door-step sellers try to frighten people into buying their systems by telling scare stories of violent crimes. Don't be fooled - their systems are usually over-priced and ineffective.

How to make sure you get a good deal

1. Get at least 3 written quotes from different companies. This will help you decide what system will suit your home best. The police do not recommend alarm installers but they have to be a member of one of the following organisations to provide a monitored system (see below):

NACOSS (National Approval Council for Security Systems) 01628 637512

SSAIB (Security Systems and Alarm Inspection Board) 0191 296 3242

AISC (Alarms Inspectorate and Security Council Ltd) 01704 500897

Choose a firm registered with one of these or ask friends and neighbours to recommend one

2. Choose the best type of system for your needs. There are two types:

Bell only -an internal and/or external alarm;

Monitored -linked to a monitoring station which contacts the police.

3. Decide whether to rent or buy. Renting is usually cheaper in the short-term but may tie you in to an expensive long-term maintenance contract. If you have a dispute with the company they can remove the equipment. If you buy you can usually choose any company you like to maintain the system.

Please turn over...

Trading Standards County Hall West Bridgford Nottingham NG2 7QP Tel: 08450 505 200	Trading Standards 16 Regent Street Mansfield Nottinghamshire NG18 1SS Tel: 08450 505 200	Trading Standards 2 Middle Gate Newark Nottinghamshire NG24 1AG Tel: 08450 505 200	Trading Standards 17B The Square Retford Nottinghamshire DN22 6DB Tel: 08450 505 200
Website: www.consumercomplaints.org.uk Minicom: 0115 9772395			

How to make sure you get a good deal (continued)...

4. Burglar alarms should be serviced regularly look around for the best maintenance contract. Some of the paperwork is complicated and badly written with a lot of small print make sure you can understand exactly what it covers. Try to find a contract which is renewable annually, or at most every 2 years. Check what is covered and any charges labour, parts, call-out fees (particularly outside normal working hours).
5. Check that your insurance company is happy with the type of system you want to install and the maintenance contract.

Where to find out more

1. If you would like help and guidance with your home security contact the Crime Prevention Officer at your local police station.
2. The Consumers' Association has produced a book "The Which? Guide to Home Safety and Security". This is available in libraries.
3. If you have problems with the service a security company provides contact the Trading Standards Advice Centre for confidential and unbiased advice.

All our information leaflets are available in a range of formats, including tape, large print or Braille. They can also be translated into any main language spoken in Nottinghamshire. If this would be useful to you please contact us on 0115 9773389.