



Saltash Town Council

Konsel An Dre Essa



*The Guildhall
12 Lower Fore Street
Saltash
PL12 6JX
Telephone: 01752 844846
www.saltash.gov.uk*

27 July 2022

Dear Councillor

I write to summon you to the meeting of the **Property Maintenance Sub Committee** to be held at the Guildhall on **Tuesday 2nd August 2022 at 6.30 pm.**

The meeting is open to the public and press. Any member of the public requiring to put a question to the Town Council must do so 24 hours prior to the meeting by email enquiries@saltash.gov.uk

Yours sincerely,

S Burrows
Town Clerk

To Councillors:

R Bickford R Bullock J Dent (Chairman) S Miller J Peggs P Samuels B Stoyel D Yates	All other Councillors for information
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Agenda

1. Health and Safety Announcements.
2. To elect a Chairman.
3. To elect a Vice Chairman.
4. Apologies.
5. Declarations of Interest:
 - a. To receive any declarations from Members of any registerable (5A of the Code of Conduct) and/or non-registerable (5B) interests in matters to be considered at this meeting.
 - b. The Town Clerk to receive written requests for dispensations prior to the start of the meeting for consideration.
6. Questions - A 15-minute period when members of the public may ask questions of Members of the Council:
Please note: Any member of the public requiring to put a question to the Council must do so 24 hours prior to the meeting by writing or email.
7. To receive and approve the minutes of the Property Maintenance Sub Committee held on Wednesday 6th October 2021 as a true and correct record. (Pages 4 - 10)
8. To receive and consider recommending the Property Maintenance Sub Committee Terms of Reference to Full Council. (Pages 11 - 12)
9. To receive and review the Town Council five-year repair and maintenance plan together with the Services Committee budget statements and consider any actions and associated expenditure.
10. To receive a report on Guildhall maintenance works and consider any actions and associated expenditure.
11. To consider reviewing the Town Council premises to reduce energy costs and move towards a Net Zero position.
12. To receive quotes on access control systems and consider any actions and associated expenditure. (Pages 13 - 28)
13. To receive quotes on key holding for all Town Council premises and consider any actions and associated expenditure. (Pages 29 - 31)

14. Public Bodies (Admission to Meetings) Act 1960:
To resolve that pursuant to Section 1(2) of the Public Bodies (Admission to meetings) Act 1960 the public and press leave the meeting because of the confidential nature of the business to be transacted.

15. To consider any items referred from the main part of the agenda

16. Public Bodies (Admission to Meetings) Act 1960:
To resolve that the public and press be re-admitted to the meeting.

17. To consider urgent non-financial items at the discretion of the Chairman.

18. To confirm any press and social media releases associated with any agreed actions and expenditure of the meeting.

Date of next meeting: To be confirmed.

SALTASH TOWN COUNCIL

Minutes of the Meeting of Property Maintenance Sub Committee held at the Guildhall on Wednesday 6th October 2021 at 6.30 pm

PRESENT: Councillors: R Bickford, R Bullock, J Dent (Chairman), S Miller, P Samuels and D Yates.

ALSO PRESENT: C Cook (Locum Town Clerk), R Enticknap (Service Delivery Manager), S Emmett (Finance Officer) and D Joyce (Administration Officer)

APOLOGIES: Councillor: S Martin and G Taylor.

The Mayor Councillor P Samuels in the Chair.

1/20/21 **HEALTH AND SAFETY ANNOUNCEMENTS.**

The Mayor informed those present of the actions required in the event of a fire or emergency.

2/20/21 **TO ELECT A CHAIRMAN.**

It was proposed by Councillor Bickford, seconded by Councillor P Samuels and **RESOLVED** to elect Councillor Dent as Chairman of the Property Maintenance Sub Committee.

3/20/21 **TO ELECT A VICE CHAIRMAN.**

It was proposed by Councillor Dent, seconded by Councillor P Samuels and **RESOLVED** to elect Councillor Bickford as Vice Chairman of the Property Maintenance Sub Committee.

4/20/21

DECLARATIONS OF INTEREST:

- a. To receive any declarations from Members of any registerable (5A of the Code of Conduct) and/or non-registerable (5B) interests in matters to be considered at this meeting.

Councillor	Agenda Item	Pecuniary/Non-Pecuniary	Reason	Left the Meeting
Dent	8	Non-Pecuniary	Chairman of Heritage Committee	No
Bullock	8	Non-Pecuniary	Member of Heritage Committee	No

- b. Locum Town Clerk to receive written requests for dispensations prior to the start of the meeting for consideration.

None.

5/20/21

QUESTIONS - A 15-MINUTE PERIOD WHEN MEMBERS OF THE PUBLIC MAY ASK QUESTIONS OF MEMBERS OF THE COUNCIL.

None.

6/20/21

TO RECEIVE AND APPROVE THE MINUTES OF THE PROPERTY MAINTENANCE SUB COMMITTEE HELD ON TUESDAY 22ND SEPTEMBER 2020 AS A TRUE AND CORRECT RECORD.

Please see a copy of the minutes on the STC website or request to see a copy at the Guildhall.

It was proposed by Councillor Bickford, seconded by Councillor P Samuels and **RESOLVED** that the minutes from the Property Maintenance Sub Committee held on Tuesday 22nd September 2020 were confirmed as a true and correct record.

7/20/21

TO RECEIVE AND REVIEW THE TOWN COUNCIL FIVE-YEAR REPAIR AND MAINTENANCE PLAN TOGETHER WITH THE SERVICES COMMITTEE BUDGET SHEETS.

Councillor Miller arrived and joined the meeting.

Members reviewed the Five-Year Maintenance Plan with the following recommendations:

The Guildhall

It was resolved to **RECOMMEND** to the Extraordinary Services Precept Meeting to be held on Wednesday 3rd November 2021:

1. To precept £20,000 for the year 2022/23, and to precept a further £5,000 by the year 2023/24 for the Guildhall external and internal refurbishment works budget code 6470 GH EMF Guildhall Maintenance.

Maurice Huggins Room:

It was **RESOLVED** to note that no major works are planned or scheduled within the current five-year plan for the Maurice Huggins Room.

Longstone Depot:

It was **RESOLVED** to note no major works are planned or scheduled within the current five-year plan for Longstone Depot.

Library:

It was **RESOLVED** to defer all major works to the Library Sub Committee Meeting to be held on 10th November 2021 for further consideration.

Station:

It was **RESOLVED** to note no major works are planned or scheduled within the current five-year plan for the Station Building.

Public Toilets:

Members discussed the Waterside toilets and the land which is currently owned by Network Rail and the necessity of a refurbishment to assist in the general maintenance. It was resolved to **RECOMMEND** to the Extraordinary Services Precept Meeting to be held on Wednesday 3rd November 2021:

1. To precept £10,000 for further external and internal works for the Waterside toilets for the year 2022/23 allocated to budget code 6580 Public toilets.
2. To note no major works are planned or scheduled within the current five-year plan for Alexander Square, Longstone Park and Belle Vue Toilets.

The Chairman Councillor Dent and Councillor Bullock declared an interest in the next agenda item and remained in the room.

Vice Chairman Councillor Bickford in the Chair.

Heritage Museum:

Members discussed the requirement for roof repairs to the Heritage Museum building – 17 Lower Fore Street.

It was resolved to **RECOMMEND** to the Extraordinary Services Precept Meeting to be held on Wednesday 3rd November 2021 to precept £5,000 for the year 2022/23 budget code 6471 GH EMF Heritage Centre.

Chairman Councillor Dent in the Chair.

Joint Burial Board:

It was **RESOLVED** to note no major works are planned or scheduled within the current five-year plan for St Stephens.

Churchtown Cemetery:

It was **RESOLVED** to note no major works are planned or scheduled within the current five-year plan for Churchtown Cemetery.

Outdoor Land and Fences:

Members wished for separate budget categories to be added to reflect the various outdoor land.

1. Victoria Gardens

It was **RESOLVED** to note no major works are planned or scheduled within the current five-year plan for Victoria Gardens.

2. Waterside Development

It was **RESOLVED** to note no major works are planned or scheduled within the current five-year plan for land at Waterside Development.

3. Pillmere

It was **RESOLVED** to note no major works are planned or scheduled within the current five-year plan for land at Pillmere.

4. Allotments

It was **RESOLVED** to note no major works are planned or scheduled within the current five-year plan for Allotments.

5. Play areas

It was resolved to **RECOMMEND** to the Extraordinary Services Precept Meeting to be held on Wednesday 3rd November 2021 to precept a further £10,000 allocated to budget code 6571 SE EMF Saltash Recreational Areas for improvements to play areas and not repairs.

Pontoon:

It was **RESOLVED** to defer until a further update on the developments with Cornwall Council and the establishment of the Saltash Waterside Partnership taken place prior to any consideration on forecasted budget requirements.

8/20/21 **TO CONSIDER AND RECOMMEND TO THE POLICY AND FINANCE COMMITTEE TO APPOINT AN INTERIM BUILDING SURVEYOR.**

It was proposed by Councillor P Samuels, seconded by Councillor Bullock and resolved to **RECOMMEND** to the Policy and Finance Committee to be held on Tuesday 9th November 2021 to give authorisation to the Locum Town Clerk to further ascertain costs and timescales for the insurance valuation of the Council's asset portfolio reporting back at a future Policy and Finance Committee Meeting.

Members discussed the consideration of appointing a temporary Building Surveyor in the absence of the current surveyor due to ill health.

The Locum Town Clerk to contact the Town Council's appointed Building Surveyor to request recommendations during this period.

9/20/21 **PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:**

To resolve that pursuant to Section 1(2) of the Public Bodies (Admission to meetings) Act 1960 the public and press leave the meeting because of the confidential nature of the business to be transacted.

10/20/21 **TO CONSIDER ANY ITEMS REFERRED FROM THE MAIN PART OF THE AGENDA**

None.

11/20/21 **PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:**

To resolve that the public and press be re-admitted to the meeting.

12/20/21 **TO CONSIDER URGENT NON-FINANCIAL ITEMS AT THE DISCRETION OF THE CHAIRMAN.**

None.

13/20/21 **TO CONFIRM ANY PRESS AND SOCIAL MEDIA RELEASES ASSOCIATED WITH ANY AGREED ACTIONS AND EXPENDITURE OF THE MEETING.**

None.

DATE OF NEXT MEETING

To be confirmed.

Rising at: 7.37 pm

Signed: _____
Chairman

Dated: _____

Property Maintenance Sub Committee

Composition:	Eight members
Chairmanship:	Chair and Vice Chair to be elected from the Members of the Sub Committee at the first meeting in each Town Council year. The serving Mayor will not be eligible for either of these positions.
Quorum:	Five
Meetings:	As required
Timing:	6:30pm
Venue:	Guildhall
Reports to:	Services Committee
Remit:	To oversee the repair, maintenance and security programmes for all Town Council assets.

Terms of Reference & Matters Delegated to the Committee:

Finance delegated authority:
Expenditure up to £20,000 on any separate occasion within the budget

1. To oversee the repair and maintenance programmes for the following Town Council property:
 - The Guildhall
 - Library
 - Saltash Heritage building
 - Isambard House
 - Longstone depot
 - The Maurice Huggins Room
 - Pontoon and Cabin
 - Public toilets
 - Outdoor land and fences
2. To ensure council accommodation requirements are met.
3. To oversee procurement of property maintenance delivery.
4. To review the Town Council five-year repair and maintenance plan together with the Services Committee budget statements.

Matters not delegated to the Sub Committee:

Any matter falling within the remit of the Sub Committee which involves the introduction of a new policy or changes to existing policy, future direction and strategy.

CONTRACTOR - A



INTRUDER & FIRE ALARMS - CCTV - ACCESS CONTROL - INDUCTION LOOP SYSTEMS

Ref: 0000003590 \ 7016

Date: 24 May 2022

*Mr Richard Enticknap
Saltash Town Council
The Guildhall
Saltash
Cornwall
PL12 6JX*

Dear Richard

Ref.: - Proposed Access Control Security System, - Guildhall Saltash

Thank you for your recent enquiry for an Access control Security system at the above, and indeed the courtesy extended to me.

I now have great pleasure in enclosing your personalised specification and quotation as promised.

The system will be fully installed by our OWN engineers. We do not subcontract, and all our engineers are fully trained by us and are security vetted back 10 years, which provides peace of mind for you. In addition, engineers are on 24-hour call, seven days a week if you should require service, all based locally to you.

*We are proud to have amongst our portfolio of valued customers **Shell UK, University of Plymouth, National Trust, Crown Buildings, English Heritage, Burton Art Gallery, Motorparts Direct Southwest, Cornwall Council, Devon County Council, Cornish Hospice Multiple [le sites and RNLI Southwest***

I trust that you will find the specification and quotation to your satisfaction, if so, could I please request that you authorise the quotation and return to me, however If you should require clarification of any points or if you should wish to amend the specification in any way, please do not hesitate to contact me.

Assuring you of my desire to be of service

Yours sincerely

Director

Mr Richard Enticknap
Saltash Town Council
The Guildhall
Saltash
Cornwall
PL12 6JX

TELE: 01752 844846

Surveyor:

Specification is for the Design, Installation and Commissioning of a Stand-alone Access Control system. The works will be installed to the requirements of BISA, NACOSS /NSI NCP 109 “Code of Practice for the Design, installation and maintenance of Access control system” and in accordance with the IEE Electrical Regulations, (BS 7671:2008) under the NACOSS “GOLD” Scheme

is an “Approved Installer” on the role of National Security Inspectorate (NSI)

The system will be classified as NACOSS CLASS II (Low to Medium Risk)

ACCESS POINT 1 – CLASS II (Low to medium Risk)

DOUBLE DOORS TO STAIRS FROM ENTRANCE LOBBY

ITEM 1 - ELECTRONICS

The stand-alone system electronics, complete with a 2-amp power supply unit and stand by battery, will be located Secure side of double doors to stairs (Final position to be agreed)

The door controller will have a capacity of 10, 000 users, capable in being individually programmed into or out of the system as required. In addition, there are programmable relay outs for controlling the door lock Etc.

ITEM 2 - Reader

A surface mounted, black, slim line architrave PROXIMITY reader will be located on the wall adjacent to the semi opening leaf on the wall recess at an approximate height of 1.5 metres from the ground.

This unit will comprise of a proximity reader complete with Red, Amber & Green LED'S indicating status of the door controller / reader and will have a typical read range for proximity tokens of approximately 50mm

ITEM 3 – Electromagnetic lock

A surface mounted, fail unlocked, mini electromagnetic 12-volt Dc lock, complete with bracketry with a holding force of approximately 600 lbs will be fitted to the top of the door and door transom on suitable brackets.

ITEM 4 – Request to Exit button

A surface mounted, ” HANDS FREE “Request to Exit button” will be located on stairs side of the doors left hand wall as viewed looking into entrance lobby to release the door from the insecure side only.

ITEM 5 - Emergency Break Glass Unit

A surface mounted, green, resettable emergency break glass unit will be located adjacent to the controlled door on the insecure side.

This unit, when pressed, will unlock the door in the event of an emergency evacuation and the door will remain unlocked until the unit is reset via the key.

ACCESS POINT 2 – CLASS II (Low to medium Risk)

DOOR TO COUNCIL CHAMBER FROM LOBBY

ITEM 6 - ELECTRONICS

The stand-alone system electronics, complete with a 2-amp power supply unit and stand by battery, will be located in reception office cupboard near the single door to the Council Chamber (Final position to be agreed)

The door controller will have a capacity of 10, 000 users, capable in being individually programmed into or out of the system as required. In addition, there are programmable relay outs for controlling the door lock Etc.

ITEM 7 - Reader

A surface mounted, black, slim line architrave PROXIMITY reader will be located on the secure side of the door, latch side at an approximate height of 1.5 metres from the ground.

This unit will comprise of a proximity reader complete with Red, Amber & Green LED'S indicating status of the door controller / reader and will have a typical read range for proximity tokens of approximately 50mm

ITEM 8 – Electromagnetic lock

A surface mounted, fail unlocked, mini electromagnetic 12-volt Dc lock, complete with bracketry with a holding force of approximately 600 lbs will be fitted to the top of the door and door transom on suitable brackets.

ITEM 9 – Request to Exit button

A surface mounted, stainless steel, “HANDS FREE “Request to Exit button” will be located chamber on the insecure side under the sanitiser to release the door from the insecure side only.

ITEM 10 - Emergency Break Glass Unit

A surface mounted, green, resettable emergency break glass unit will be located adjacent to the controlled door on the insecure side.

This unit, when pressed, will unlock the door in the event of an emergency evacuation and the door will remain unlocked until the unit is reset via the key.

ITEM 11 - Proximity ID Cards

A pack of 20 in number PROXIMITY ID CARDS will be supplied with the installation. These ID CARDS s will release the door (if programmed to be authorised) when presented to the proximity reader.

The Council to supply the information required to be printed upon the cards I.e., name and position, the style and format will be as per the Councils previous requirements for the library Etc. You are strongly recommended to keep a record of issued tokens against users for the purposes of good housekeeping.

Additional tokens are available upon request.

Please be aware I have allowed for the printing of a total of 10 ID cards, within this quotation

ITEM 12 – COMPUTER LINK

The two controllers will be connected to a suitable PC located in the reception office (does not need to dedicated to the system. Paxton Lite software will be installed (subject to the Councils IT policy) to enable cards to be added, deleted, suspended Etc along with an audit trail of activity



NACOSS CERTIFICATE OF CONFORMITY

A **NACOSS GOLD QUALITY Certificate** of conformity, status and competence will be issued upon completion and receipt of full payment.

FUSED SPUR

Will you please arrange for an unswitched permanently live fused spur outlet to be fitted at each of the Electronics unit location as per the above specification.

OPERATION OF SYSTEM IN ELECTRICAL SUPPLY MAINS FAILURE

If the electrical mains supply should fail, then the access system will default in the following way:

The electronic locks will: be battery backed for a period of approx. 2 hours (subject to use) and then fail-safe i.e., will be unlocked (insecure) when the batteries fall below their operating voltage.

The readers / keypads will: be battery backed for a period of approx. 2 hours (subject to use) and then will cease to operate.

Fire Alarm operation the door will automatically unlock in the event of a full fire alarm activation to provide a connection, in appropriate cabling from the door access control equipment to a dedicated pair of normally closed relay contacts, which will open on operation of the fire alarm.

Ref: 000003590 \ 7016

Date: 24 May 2022

Upon reinstatement the readers / keypads should return to normal operation and the fail-safe locks reverting back to being secure. Please ensure that you check each access-controlled door to ensure the doors are closed and locked following an electrical supply mains failure, and that your codes / access control cards operate normally.

WORKING HOURS

This quotation is subject to the installation being carried out during our normal working hours, subject to your convenience. It does not cover extraneous work, carpet fitting or redecoration.

PROTECTED DOORS

Please ensure that all the controlled doors fit and close properly and that the existing door closers operate correctly to ensure the integrity of the proposed access system.

Please note that no allowance has been allowed for the service or adjustment of the existing door closer or for any new or replacement door closers to be supplied or fitted.

The proposed system is designed to restrict access where applicable to the building and or areas within whilst the building is occupied it is not a substitute for physical security at night or when the building is empty. On these occasions you should physically secure all external access-controlled doors with a mortice dead lock

Effective access control systems rely on suitable door hardware and efficient closing mechanisms. has not be contracted to provide or maintain door hardware and as such accepts no responsibility for unauthorised entry gained due to ineffective or failed door hardware.

EQUIPMENT

All the specified equipment and title remains the property of. until full and complete payment has been received from the customer.

CUSTOMER NOTES

The quotation and specification is for OUTRIGHT PURCHASE of ALL the NEW equipment specified and is complete with a 12-month warranty, therefore this quotation is NOT SUBJECT to a rental or lease agreement.

Whilst every care has been taken in the design of your access control system with particular regard to fire regulations, you are advised to consult with your local fire prevention officer or local building control officer prior to installation.

The quotation assumes that the doors mentioned are physically capable of receiving the specified lock cases and releases.

CLASSIFICATION OF ACCESS POINTS

Class II (low to Medium Risk)

At an access point to Class II access will only be granted by the input of a correct PIN code of not less than 1,000,000 differs OR the presentation of a valid unique token

CLASS III (Medium to High)

At an access point to Class III, access will only be granted by the input of a correct PIN code of not less than 10,000 differs AND the presentation of a valid unique token OR The presentation of a valid biometric to a reader.

WIRING

All wiring throughout the installation will be carried out in a 1st class manner.

ACCESS

The above quotation is based upon having unhindered access from Monday to Friday 9am to 5pm and is based upon a single uninterrupted visit to second fix and commission. Any items that are not complete to allow second fix and commission of the complete system, that results in subsequent visits that are not in the control of will invite additional costs.

BRITISH STANDARDS ISO EN 9001 – 2015 QUALITY ASSURANCE

*has been awarded certification to European standards ISO 9001 Quality Management Systems for the Installation and Maintenance of Security Systems to **NSI GOLD MEDAL standard***

The above specification and enclosed quotation INCLUDES: -

*The use of **HIGH-QUALITY** equipment to the very latest designs*

*A **FULL 12 MONTH** warranty on **ALL** parts.*

*A **first class LOCAL** after sales service.*

***24-hour** emergency back-up service.*



ISO 9001 Quality Assured



OUTRIGHT

PURCHASE/

MAINTENANCE AGREEMENT

System type: EH) Access Control System : NCP 109

Date: 24 May 2022

Customer Reference Specification Number: **QP/3590 / 7016**

This agreement is made on the date shown in the schedule annexed hereto ("The Schedule") between ("The Company") and incorporates the terms and conditions printed overleaf and any other document annexed hereto and **Saltash Town Council** ("The Customer") regarding installation address **The Guildhall, Saltash, Cornwall, PL12 6JX**

QUOTATION		PRICE	PLUS VAT
INSTALLATION		£2085.62	20%
2 nd YEAR ANNUAL CHARGE		£77.00	20%
INTRUDER ALARMS ♦ FIRE ALARMS ♦ EMERGENCY LIGHTING EXTINGUISHERS ♦ CCTV ♦ CENTRAL STATION MONITORING ♦ ACCESS CONTROL ♦ LOOP INDUCTION SYSTEMS			
ADDITION 1	Yes / No *	£0.00	20%
ADDITION 2	Yes / No *	£0.00	20%
ADDITION ANNUAL CHARGE in conjunction with ADDITIONS 1 & 2 (if any)		£0.00	20%

* Please delete as appropriate.

ACCOUNT TO BE PAID IN FULL ON COMPLETION

IN YOUR INTEREST YOU SHOULD CAREFULLY READ THE TERMS OF THE AGREEMENT ON THIS PAGE AND OVERLEAF BEFORE SIGNING

Signed for and on behalf of the CUSTOMER

Print name of signatory:

.....

DATE:

Invoice address: **Saltash Town Council, The Guildhall, Saltash, Cornwall, PL12 6JX**

Signed for and on behalf of the COMPANY

TRURO

EXETER

PLYMOUTH

PLYMOUTH

EXETER

TRURO

ISO 9001 Quality Assured

WHEREBY IT IS AGREED

1. That the Schedule and specifications annexed hereto should form part of this agreement

2. That the Company will install and sell to the Customer and the Customer will purchase and from the completion of the installation, the Company will maintain a Security / Fire Alarm System and additional protection (if any) ("the Security/ Fire alarm System") in accordance with the attached specifications) prepared for the Customer ("the specification") for the sums shown in the Schedule under "Installation Charge" and "Additional Protection Charge" if any, and, if applicable, will pay from time to time as the sums fall due the Annual Maintenance and, where applicable, the Monitoring Charge subject also to the General Conditions annexed hereto.

3. INSTALLATION CHARGES

(a) The charge for installing the Security / fire alarm system, which shall cover the cost of compliance in accordance with the Specification and British/European Standards as currently in force, shall be set out in the Schedule hereto.

(b) The charge for additional protection (if any), shall be set out in the Schedule hereto.

4. INITIAL ANNUAL MAINTENANCE CHARGES INCLUDING MONITORING CHARGE WHERE APPLICABLE

shall be as set out in the Schedule hereto and shall be the basic charge for which the Company will carry out its obligations under Clause 9 hereof and shall apply.

(a) Up to 12 months from the Completion Date defined in Clause 5 hereof.

(b) Thereafter the annual maintenance and monitoring charge shall be such sums as the Company shall from time to time reasonably determine.

5. DURATION

This Agreement shall be for a minimum period of two years from the date of the completion of the installation of the Security / Fire alarm system ("the Completion Date") and shall continue thereafter from year to year unless and until determined by either party giving to the other at least twelve months' notice in writing to determine this Agreement at the expiration of the said minimum period or on any subsequent anniversary thereof.

6. ALARM RECEIVING CENTRE IN CONNECTION WITH YOUR SECURITY SYSTEM

Your attention is drawn to the General Conditions annexed which sets out your responsibility to indicate if BT or other telephone provider connection is in place or required.

7. IN THE CASE OF AN ALARM RECEIVING CENTRE SECURITY SYSTEM

(a) The Customer shall at his own expense procure any necessary Licence or authority and procure the telephone connections to be installed and connected by British Telecom or other telephone providers and pay such British Telecom or other providers installation and rental and call charges as may from time to time become due and enter into any such agreement with British Telecom or other providers as may be necessary for the provision of a terminal block to be fitted adjacent to the control unit

(b) The Company shall have no obligation with regard to the installation or maintenance of the telephone connection notwithstanding any assistance that the Company may volunteer to the Customer in connection with the Customer's dealings with British Telecom or other providers, which assistance is given without prejudice to the Customer's obligations under paragraph (a) above.

(c) British Telecom or any other telephone provider shall not be deemed the Agent of the Company for any purpose and the Company shall not be liable for any delay on the part of British Telecom or other providers in the installation and connection for the telephone connections.

(d) Until the Company shall have been notified in writing that the telephone connections have been installed and connected the obligations of the Company hereunder relating to maintenance shall be obligations in relation to a Security / Fire alarm System without Telecom telephonic connections.

(e) The Company will apply for one British Telecom line on your behalf if required.

8. POWER SUPPLY

The Customer shall supply and maintain the required 240V power supply for the system.

9. PAYMENT

(a) The Customer shall pay the installation charges specified in the Schedule to this Agreement upon Completion.

(b) The installation charges specified above are calculated upon the basis that the Company is able to obtain access to the premises without delay and that the work of the installation is carried out and completed without interruption on consecutive days (excluding Saturdays and Sundays) during normal office hours (8.30am to 5.30pm). If the expense to the Company is increased by delay in obtaining such access or by the Company complying with a request by the Customer to interrupt its work or to work outside normal office hours, then the Company shall be entitled to make an additional charge.

(c) The Customer shall pay each invoice submitted by the Company within 14 days of the date of the invoice and time for payment shall be of the essence of this Agreement.

(d) All amounts payable by the Customer under the Agreement are exclusive of amounts in respect of value added tax chargeable from time to time (VAT). Where any taxable supply for VAT purposes is made under the Agreement by the Company to the Customer, the Customer shall, on receipt of a valid invoice from the Company, pay to the Company such additional amounts in respect of VAT as are chargeable on the supply of services or Goods at the same time as payment is due for the supply of the services or Goods.

(e) Without limiting any other right or remedy of the Company, if the Customer fails to make any payment due to the Supplier under the Agreement by the due date for payment (Due Date), the Company shall have the right to charge interest on the overdue amount at the rate of 4 per cent per annum above Barclays Bank Plc's base lending rate accruing on a daily basis from the Due Date until the date of actual payment of the overdue amount, whether before or after judgment, and compounding quarterly.

(f) The Customer shall pay all amounts due under the Agreement in full without any deduction or withholding except as required by law and the Customer shall not be entitled to assert any credit, set-off or counterclaim against the Supplier in order to justify withholding payment of any such amount in whole or in part.

10 MAINTENANCE AND WARRANTY

10.1 Subject to payment of the initial Annual Maintenance Charge (including Monitoring Charge where applicable, as set out in the Schedule hereto and defined in clause 4 hereof) the Company warrants that on delivery, and for a period of 12 months from the date of delivery (Warranty Period), the goods ("the Goods") supplied under this agreement shall:

(a) conform in all material respects with their description and the Specification;

(b) be free from material defects in design, material and workmanship;

(c) be of satisfactory quality (within the meaning of the Sale of Goods Act 1979).

10.2 Subject to clause 10.3, if:

(a) the Customer gives notice in writing during the Warranty Period within a reasonable time of discovery that some or all of the Goods do not comply with the warranty set out in clause 10.1; and

(b) the Company is given a reasonable opportunity of examining such Goods the Company shall, at its option, repair or replace the defective Goods, or refund the price of the defective Goods in full.

10.3 The Company shall not be liable for the Goods' failure to comply with the warranty in clause 10.1 if:

(a) the Customer makes any further use of such Goods after giving a notice in accordance with clause 10.2;

(b) the defect arises because the Customer failed to follow the Company's oral or written instructions as to the storage, installation, commissioning, use or maintenance of the Goods or (if there are none) good trade practice;

(c) the defect arises as a result of the Company following any drawing, design or specification supplied by the Customer;

(d) the Customer alters or repairs such Goods without the written consent of the Company;

(e) the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal working conditions;

(f) the Goods differ from their description or the Specification as a result of changes made to ensure they comply with applicable statutory or regulatory standards.

10.4 Except as provided in this clause 10, the Company shall have no liability to the Customer in respect of the Goods' failure to comply with the warranty set out in clause 10.1.

10.5 The terms of these Conditions shall apply to any repaired or replacement Goods supplied by the Supplier under clause 10.2

10.6 For the avoidance of doubt and subject to clause 10.1, the Company shall not be liable for any acts of malicious persons, vandalism, intruder or attempted intruder, building alterations, or accidents causing damage of any nature to the Goods

10.7 After expiry of the Warranty Period, subject to payment by the Customer of the Annual Monitoring and Maintenance Charge, the Company warrants that the Goods supplied under this Agreement shall, at the intervals laid down by British and European industry standards ("the industry Standards") in force from time to time inspect, test, replace (if necessary provided that replacement Goods and connected labour charges are at the additional expense of the

Customer) and adjust the Security/ fire alarm System and leave it in good working order in accordance with the Industry Standards provided that the Customer shall afford the Company and its servants and, if necessary, the National Security Inspectorate full access to the Security / fire alarm System and the Customer's premises for this purpose.

11. LIMITATION OF LIABILITY: THE CUSTOMER'S ATTENTION IS PARTICULARLY DRAWN TO

11.1 Nothing in this Agreement shall limit or exclude the Company's liability for:

(a) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors;

(b) fraud or fraudulent misrepresentation;

(c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession);

(d) breach of the terms implied by section 12 of the Sale of Goods Act 1979 (title and quiet possession); or

(e) defective products under the Consumer Protection Act 1987.

11.2 Subject to clause 11.1:

(a) the Company shall not be liable to the Customer, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the Agreement; and

(b) the Supplier's total liability to the Customer in respect of all other losses arising under or in connection with the Agreement, whether in contract, tort (including negligence), breach of statutory duty, or otherwise shall not exceed £[AMOUNT].

11.3 Except as set out in the Agreement, all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the Agreement.

11.4 This clause 11 shall survive termination of the Agreement.

12 TITLE AND RISK

12.1 The risk in the Goods shall pass to the Customer on completion of delivery.

12.2 Title to the Goods shall not pass to the Customer until the Company has received payment in full (in cash or cleared funds) for:

(a) the Goods; and

(b) any other goods that the Company has supplied to the Customer in respect of which payment has become due.

12.3 Until title to the Goods has passed to the Customer, the Customer shall:

(a) hold the Goods on a fiduciary basis as the Company's Bailee;

(b) not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;

(c) maintain the Goods in satisfactory condition on the Company's behalf from the date of delivery;

12.4 If before title to the Goods passes to the Customer the Customer becomes subject to any of the events listed in clause 16 or the Company reasonably believes that any such event is about to happen and notifies the Customer accordingly, then, provided the Goods have not been resold, or irrevocably incorporated into another product, and without limiting any other right or remedy the Company may have, the Company may at any time require the Customer to deliver up the Goods and, if the Customer fails to do so promptly, enter any premises of the Customer or of any third party where the Goods are stored in order to recover them.

13. ALARM RECEIVING CENTRE

In the case of an Alarm Receiving Centre Security System, the Company will provide a Monitoring Service in accordance with the terms set out in the specifications.

14. The maintenance and monitoring requested by the Customer under this agreement will be charged to the Customer at the Company's standard rates from time to time in force. The Customer will make payment of such charges by the thirtieth day of the month following invoice and in the event of delay on the part of the Customer in making payment of any such charges and the same bear interest calculated daily at a rate of 4% per annum above Barclays Bank plc's base rate for the time being in force.

15. SECURITY

The Customer will comply fully with all the rules from time to time prescribed by the Company in relation to the manner of the provision of The Security /fire alarm System (or any of them) and in particular (but without prejudice to the generality of the foregoing) the Customer shall at all times follow such procedures as The Company may require for the purposes of ensuring the security of the equipment provided.

16. TERMINATION

Without prejudice to its rights in respect of any antecedent breach or liability on the part of the Customer the Company shall be entitled forthwith on giving written notice to the Customer to terminate this Agreement.

(a) If the Customer goes into liquidation whether voluntary or compulsory (other than for the purpose of amalgamation or reconstruction) or has an administrator or administrative receiver appointed over the whole or part of its assets or suffers any similar action in consequence of debt including, in the case of an individual, bankruptcy proceedings.

(b) If the Customer is in breach of any of its obligations hereunder and (in the case of a breach capable of remedy) has failed to remedy the same within seven days of the Company giving it notice requiring such remedy.

17. FORCE MAJEURE

Notwithstanding anything herein contained neither party shall be under any liability to the other in respect of any failure to perform or delay in performing any of its obligations hereunder which is due to any cause of whatsoever nature beyond its reasonable control and no such failure or delay shall be deemed for any purpose to be a breach of this Agreement

18. ASSIGNMENT

The Customer shall not in any circumstances assign or purport to assign the benefit of this agreement whether in whole or part.

19. VARIATION AND WAIVER

(a) The provisions of this Agreement shall be capable of being varied only by an instrument in writing signed by a Director of the Company and a duly authorised representative on behalf of the Customer.

(b) The failure of either party to exercise any rights conferred on it by this Agreement shall be deemed to be a waiver of any such rights or operate to bar the exercise or enforcement thereof at any time or times.

20. NOTICE

Any notice to be given hereunder by either party to the other may be given by letter sent first class post or by fax addressed to that party at the address specified overleaf or such other address as such party may from time to time nominate for the purpose hereof and shall be deemed to have been served:

(a) If given by first class letter post 48 hours after posting and,

(b) If given by fax one hour after transmission if transmitted during normal working hours and 12 hours after transmission if transmitted outside normal business hours.

21. PROPER LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the Laws of England where the Customer is not incorporated or resident in England then by its execution of this Agreement it agrees to submit to the exclusive jurisdiction of the Courts of England and appoints all of its employees as its agent for the purposes of accepting service of proceedings.

22. GENERAL NOTICE

(i) The Company and the Customer agree to the terms and conditions set out herein, which the Customer declares he has read and understood by signing the attached agreement.

(iii) THESE MONITORED INTRUDER ALARM SYSTEMS WILL BE SET TO WORK ON "AUDIBLE ONLY" PENDING COMPLETION OF THE TELEPHONE INSTALLATIONS AND CONNECTIONS. THE CUSTOMER MUST NOTIFY THE COMPANY IN WRITING, WHEN THE B.T. CONNECTION HAS BEEN INSTALLED.

(iv) The Customer acknowledges its obligations under the Control of Noise (Code of Practice on Noise from Audible Intruder Alarms) Order 1981.

(v) Emergency service is available by contacting the telephone number shown on the control panel of the Security/ fire alarm systems.

(vi) Monitoring service is available when paid for on a 24hr/day 365 day/year basis.

22 Severance:

(a) If a court or any other competent authority finds that any provision of the Agreement (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed deleted, and the validity and enforceability of the other provisions of the Agreement shall not be affected.

(b) If any invalid, unenforceable or illegal provision of the Agreement would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.



GOLD

/ CERTIFICATE OF APPROVAL

This certifies that

Has been assessed and satisfies the requirements of

NSI Electronic Security Systems

NACOSS GOLD

For the scope(s):

Design, Installation and Maintenance of Electronic Security Systems for
Intruder Alarms, CCTV Systems and Access Control

Demonstrating compliance with:

BS EN ISO 9001:2015 - Quality Management Systems

NSI Quality Schedule

NSI NACOSS Gold Approval Criteria

BS 7858:2019 - Screening of Individuals

PD 6662 - Intruder and Hold-up Alarm Systems

NSI NCP 104 - CCTV Surveillance Systems

NSI NCP 109 - Access Control Systems

19/03/2001

Original Issue date

01/04/2021

Effective date

01/04/2021

Certification Cycle Start Date

31/03/2024

Expiry date

Chief Executive



0142



0142

2802

Approval Number

Date Printed 29 March 2021

Further clarification regarding the Scope of this Certificate may be obtained from NSI, Sentinel House, 5 Reform Road, Maidenhead SL6 8BY, UK.
The use of the UKAS Accreditation Mark indicates accreditation for the scopes detailed on UKAS Accreditation Certificate No. 0142.



Certificate of Accreditation

This is to certify that

has achieved SafeContractor accreditation

Date: 20th December 2021

This certificate is valid until: 20th December 2022

Certificate number: NQ7344

Signed:

Alyn Franklin
Alcumus CEO



Alcumus SafeContractor, Axys House, Parc Nantgarw, Cardiff, CF15 7QX

T: 029 2026 6749 E: safecontractor@alcumus.com W: www.alcumus.com | www.safecontractor.com



Schedule to SafeContractor certificate

This SafeContractor certificate is awarded for the following services:

Work Categories:

Access Control: Door Entry Systems Installation / Maintenance

CCTV Installation / Maintenance: CCTV Installation / Maintenance

Fire Protection: Fire Alarm Installation / Maintenance / Service

Security Systems Installation: Intruder Alarm Installation / Maintenance

Industry Roles:

Construction Contractor

Category Related Activities:

Ladders / Step Ladders, Working at Height, Working on Services, Systems, or Equipment Requiring Isolation

Full validation of this certificate should be made via the SSIP Portal www.ssiportal.org.uk

SafeContractor accreditation has been achieved following an assessment of the contractor's health & safety documentation, and compared against the **SafeContractor** Charter Standards, which set out the health & safety standards required to achieve accreditation.

For more information on the Charter Standards, the **SafeContractor** scheme or for confirmation of this contractor's accreditation please telephone **SafeContractor** on 029 2026 6749.

www.safecontractor.com
www.alcumus.com

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To receive quotes on access control systems and consider any actions and associated expenditure

CONTRACTOR B

Saltash Town Council
Langstone Depot
Glebe Ave
Saltash
Cornwall
PL12 6DN

July 7, 2022

Re: PC based Net 2 access control, The Guildhall, Saltash, Cornwall

Thank you for the courtesy extended to me on my recent visit.

I have pleasure in enclosing my proposed specification and quotation PC bases access control at the above address.

If you would like us to proceed with the work, please sign and return one copy of the appropriate contract acceptance form, and telephone the office to arrange a start date.

Should you have any queries, please do not hesitate to contact me. I look forward to hearing from you.

Yours sincerely

PC BADED NET 2 ACCESS CONTROL

Door 1: Double door to stairs from entrance lobby

In the event of failure of the locking mechanism, the door will fail unlocked

A magnetic lock will be fitted to the door frame inside the controlled area in line with a lock plate which will be fitted to the top opening edge of the door

An exit request button will be located inside the controlled area on the wall adjacent to the opening edge of the door

A green emergency exit button will be located adjacent to the exit request button. This will be configured to disconnect the power to the lock

A proximity reader will be located outside the controlled area

20 in number proximity ID cards to be supplied and programmed

A desktop reader to be set up and supplied to program users in and out of the systems

Fire alarm activation

The control equipment should be linked to the fire detection system, so that activation of the fire alarm should automatically result in the door being unlocked. This would be the responsibility of the appointed fire company

Door 2: Door to council chamber from lobby

In the event of failure of the locking mechanism, the door will fail unlocked

A magnetic lock will be fitted to the door frame inside the controlled area in line with a lock plate which will be fitted to the top opening edge of the door

An exit request button will be located inside the controlled area on the wall adjacent to the opening edge of the door

A green emergency exit button will be located adjacent to the exit request button. This will be configured to disconnect the power to the lock

A proximity reader will be located outside the controlled area

Fire alarm activation

The control equipment should be linked to the fire detection system, so that activation of the fire alarm should automatically result in the door being unlocked. This would be the responsibility of the appointed fire company.

The Guildhall
Saltash
Cornwall
PL12 6JX

July 7, 2022

Reference: PC based Net 2 access control

We would be pleased to supply, install and commission the specified system at a total cost of: £2,395.00 (excluding VAT)

Please note that the cost of monitoring/ maintenance for the first year are INCLUDED
The above quotation includes:
The use of the latest HIGH QUALITY equipment
All connection charges, where applicable
FULL parts and labour guarantee
Plymouth based 24 hour emergency service
Full after sales service

ACCEPTANCE

We trust that the specification and quotation meets with your requirements. Should you wish to proceed with the installation, please sign and date one copy of this quotation, and return it to our office at the address shown below. Full payment is due upon handover of the system. Where a client's own, or agents order is issued to accept the quotation, the company Terms and Conditions of Sale will be deemed to be accepted and no other terms will be substituted unless accepted by the company in writing.

Signed on behalf of

Signed on behalf of Client:

Contractor B - Terms & Conditions

1.The Terms and Conditions herein shall form a contract between THE COMPANY Security Limited (the Company) and the customer or their authorised employee or agent in respect of an intruder alarm, CCTV fire alarm or other stated system or equipment that the company is required to supply, install or service.

2.The company will provide the equipment where specified and shall install the equipment in a workmanlike manner to the best of its ability.

3.The customer shall permit entry to the premises during normal working hours for the installation or service to be carried out. Work required beyond normal working hours or delays caused by customer absence will be charged for.

4.The installation or service shall be carried out during normal working hours i.e. Monday to Friday 0900 to 1800hrs. and the costs quoted are based upon these times (unless agreed otherwise in writing at other times). Early closure of sites before this time may, at the company's discretion, attract additional charges.

5.In the event of working being cancelled at short notice by the customer, the company reserves the right to make a cancellation charge of 25%.

6.Clear and unobstructed access is required. It is the customer's responsibility to clear stock, furniture or other items that may prevent or delay the work concerned.

7.The ongoing costs of the provision of an external telephone line or other external equipment and any transmission charges, shall be the responsibility of the customer.

8.The company shall, wherever possible conceal all wiring in an approved manner. No guarantee can be given that all cables can be concealed.

9.For accounting purposes any system shall be completed enough for payment when the control of the system is handed to the customer despite the fact that transmission connection to others may not be complete.

10.All new intruder alarms shall be installed to the requirements of PD6662,(EN50131-1) BS8243 as appropriate. In the case of CCTV systems new BSEN 50132-7. New fire Alarms shall be installed to the requirements of BS5839. NSI 'gold' Certificates of compliance will be issued for intruder alarm systems. BAFE certificates of compliance will be issued for new fire alarm systems. Certificates will normally be issued within one month of receipt of full payment.

11.All installations, additional works and service work shall be guaranteed for both parts and labour for one year from the date of handover.

12.All accounts are due for payment upon issue of invoice unless otherwise agreed in writing. Late payment will incur a credit charge of 10% over and above the interest allowed under the Commercial Debts Act.

13. Title to any equipment supplied remains with the company until paid for in full with cleared funds.

14.All charges made by the company are exclusive of V.A.T.

15.All new systems are supplied with an initial maintenance contract for twelve months free of charge. Maintenance contracts, where appropriate will be offered to the customer beyond this period. Fully wired alarm systems will have full parts and labour cover so long as the system has a continuous maintenance contract. And has not been misused or damaged in any way. Wire free systems and CCTV systems are covered under the maintenance contract for callouts and routine maintenance only. All calls for fire alarms are chargeable. Maintenance contracts are optional with the exception of intruder alarm systems with automatic police call.

16.System standby batteries will be replaced on service every four years unless the batteries should fail earlier. All batteries will be charged for at a rate less than un-maintained customers.

17.The company does not make any charge for remote resetting of police or brigade call systems.

18.In the case of non residential systems the cost of call outs and labour outside normal working hours will be passed to the customer.

19.Any maintenance contract will be offered at the company's discretion on a year to year basis. Cancellation of a maintenance contract by the customer will require three months notice.

20.The costs of any additional works or equipment shall be charged for.

21.Where the system requires service from either police or fire brigade any charges made by them will be the responsibility of the customer even if charged by them to the company.

22.Any failure of the company to perform its obligations for any reason beyond its control or by way of a fixed completion date (unless specifically agreed in writing) shall not be deemed a breach of contract.

23.The company does not know and shall not be deemed to know the value of the customers property or premises and is not the insurers thereof. It is the responsibility of the customer to make their own arrangements.

24. The company can only specify any system with the information provided by the customer at the time of quotation or what can be seen by the system designer. Any additional costs resulting after installation that was not evident at the time will be the responsibility of the customer.

25.Apart from death or personal injury the aggregate liability of the company and its staff or any breach of contract, breach of statutory duty or negligence arising out of this contract or presence at the customers premises shall be limited to £2,000,000 for any kind of loss or damage whatsoever. The customer shall notify the company within 30 days of the occurrence, in writing giving grounds for such claims.

26.Although the installation is designed to the best of the company's skill and knowledge to reduce the risk of loss, damage or injury as the case may be, the company does not represent that any installation may be neutralised, circumvented or otherwise rendered ineffective. In such an event the company shall not be liable for any losses, damage or injury directly or indirectly caused to the customer or any unauthorised persons.

27.This contract is subject the laws of England and Wales and the parties should submit to the jurisdiction of the courts thereof.

28. The company complies with the General Data protection Regulations (GDPR) and refers customers to the company Privacy Notice on its website

29. Where a maintenance contract is transferred to another approved company we shall need to attend site to change the engineer code, to enable the new maintainer to gain access to the system for maintenance and repair. An appointment will be made within the notice period. The cost would be charged at our non-contracted hourly rate, plus travel.

To receive quotes on key holding for all Town Council premises and consider any actions and associated expenditure

Three companies were approached to obtain quotations for key holder services; with the requirements and results as follows:

Site requirements & times of monitoring:

1. Saltash Guildhall, 12 Lower Fore Street, Saltash, PL12 6JX
2. Isambard House (Saltash Train Station building), Saltash Train Station, Saltash, PL12 4EP
3. Longstone Depot, Glebe Avenue, Saltash, PL12 6DN
4. Maurice Huggins Room, Callington Rd, Saltash PL12 6LA
5. Saltash Library, Callington Road, Saltash, PL12 6DX
6. STC Waterside Office (long stay car park) & Pontoon, Old Ferry Road, Saltash, PL12 6DH
7. Churchtown Cemetery, Farm Lane, St Stephens, Saltash, PL12 4AP

Times monitoring is required as follows:

Summer time - March to October – 1900-0600 Mon-Fri

Summer time - March to October – 1900-0800 Sat/Sun/Bank Holidays

Winter time – November to March – 1700-0730 Mon – Fri

Winter time – November to March – 1900-0800 Sat/Sun/Bank Holidays

Quotes:

CONTRACTOR A (Ref: Callum):

Their standard annual key holding fee is £240.00 per site X7 sites - £1,680.00 per year, a response call out charge of £48.00.

However, as a package deal, they are happy to offer an annual key holding charge of £1,000.00 + VAT for all 7 sites and a response call out charge of £45.00 per hour + VAT (minimum 1 hour charge) and £30 per hour thereafter for all 7 sites. Generally, each callout should not take more than 1 hour.

The above prices are based on a 12 month period, with one month notice required if the Town Council wish to terminate the contract. There is also a 28 day "cooling off" period from the start date of the contract should the Town Council wish to change their mind.

Please note: The company is currently key holders for Plymouth City Council and many others.

CONTRACTOR B (Ref: Jonathan Bennett):

Their usual Key Holding cost is £155 per site X7 sites - £1,085 per year, a response call out charge of £35 per hour.

Due to multiple sites, they have offered an annual key holding charge of £910.00 + VAT per year for all 7 sites (£130 + VAT per site) and a response call out charge of £30.00 per hour + VAT (charged from acceptance of call from the alarm company with a minimum 1 hour charge) for all 7 sites.

The above prices are based on a 12 month rolling contract, with a 30 day notice period if the Town Council wish to terminate the contract. There is no "cooling off" period should the Town Council change their minds after starting the contract, but can cancel anytime with 30 days' notice.

Please note: annual key holding is charged for up front at the start of contract and non-refundable.

[CONTRACTOR C \(Ref: Kellsey Ferguson\):](#)

Unfortunately, this company was not too forthcoming with information, we chased on numerous occasions for a quotation. Upon receiving the quotation, the information was very vague and didn't answer all of the questions posed to them. However, the information received is as follows:

Annual key holding fee - £150 + VAT per building per year - £1,050 + VAT

Response call out charge - £45 + VAT per activation. £22.50 + VAT per hour after the first hour.

We have not been advised of their contract terms or termination policy. We have contacted them for their terms but still not received.

Feedback:

Out of all the 3 companies, Security Management South West were the easiest to deal with – easy to contact and more efficient than the other 2 companies.

Research carried out by the Town Council Service Delivery Administration Assistant.

End of Report
Town Clerk