

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