

# Richmond RCMP

# Crime Prevention

*Working together to prevent crime*



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## Alarm Facts

Alarms should be used in addition to other security measures:

- Solidly built doors hung on well-fitted, solid frames
- Doors properly secured with high quality dead bolt locks
- Windows that will resist forced entry (locks, bars, security film)
- Use of proper lighting

**How does an Alarm System work?** All systems consist of three basic components:

*Sensors:* detect the presence of an intruder.

*The Control Unit:* receives a signal when a sensor detects the presence of an intruder and transmits a signal to sound the alarm.

*The Alarm:* sounds at your home or business (a local alarm), and/or sends a signal to a remote location (a monitored alarm).

**Choosing a System:** The best system begins with good perimeter protection of doors and windows with reliable sensors including:

*Magnetic Contacts:* Most widely used; an electro mechanical switch that activates when the magnet and contact are separated; used mainly on doors and windows.

*Window Screens:* specially constructed screens containing inconspicuous alarm wires; activates when ripped, torn or removed from the window frame.

*Foil:* thin metallic tape; usually applied to glass to detect breakage used primarily in commercial applications.

*Sound sensing devices:* detect specific sounds such as breaking glass and splintering wood, and sounds the alarm.

## **Choosing an Alarm Company:**

- ✓ Is the company licenced by the Ministry of Attorney General?
- ✓ Do installers possess the required I.D. card issued by the office of the Attorney General? When the company's representative(s) arrive, ask them to show you their B.C. security licence. Every licenced individual must carry the licence and show it upon request. Never let anyone into your premises without producing a valid security licence. Please note: alarm service employees who are licenced for sales only are not permitted to install alarm systems, so check their licence!
- ✓ How many years has the company been in business under its present name? (Companies that have been in business only a short time may not be around to honour your warranty.)
- ✓ Will the company provide references; a list of satisfied customers?
- ✓ Is the company established, with a history of performance and service? Are employees bonded?
- ✓ Is the company address a verifiable location or merely a post office box number?
- ✓ Is the company licensed to perform sales and installation? How many employees are in the installation and service departments? Can the alarm company provide adequate after-sales service? What kind of training have the employees received?
- ✓ Does the alarm company and its equipment meet the standards of your insurance carrier?
- ✓ Is there a warranty covering parts and labour from both the manufacturer and installer?
- ✓ Is there a service plan available? What services are offered? Maintenance contract? Central station monitoring? 24-hour response or repair service?
- ✓ If you have purchased a monitored system, find out who will be monitoring the alarm, and where they are based. Some companies contract the monitoring out and the alarm systems are monitored from out of province.
- ✓ Does the company have a false alarm reduction program?
- ✓ Does the alarm company have firm policies regarding the prevention of false alarms and will you receive a copy of the policy?



- ✓ Will they be responsible for false alarms caused by defective equipment or improper installation?  
Can it be set up to allow for pets?
- ✓ Does the alarm company provide an annual preventive maintenance program?
- ✓ Does the alarm system have a battery backup? An automatic re-set? Is it easy to gain access to the control panel?
- ✓ If you wish to check about a firm, call
 

Canadian Alarm and Security Association	(604) 986-1829 or (604) 986-1448
Better Business Bureau	(604) 682-2711
Attorney General, Victoria	(250) 387-6981
- ✓ Obtain at least three written estimates prior to purchase.
- ✓ Make sure you check the alarm company's credit rating with its bank(s).

When the installation is completed, make sure you have received adequate instruction, orally and in writing, regarding the operation of your alarm system. Do not pay in full for your system until you are completely satisfied with the alarm system and your confidence in your ability to fully operate your system.

**Join Block Watch!** Organize a Block Watch group in your neighbourhood. Block Watch is a free, community based, crime prevention program administered by the RCMP. Block Watch provides tips on how to better secure your home and neighbourhood. Remember, a watchful neighbour is your best burglar alarm.

*The RCMP do not recommend any particular product or company.*

Visit [www.richmond.ca/crime](http://www.richmond.ca/crime) for an interactive web page where you can view Richmond neighbourhood maps for current crime summaries of residential and business break and enters, auto thefts, and theft from motor vehicles.

Visit <http://www.richmond.ca/safety/police/prevention/personal/homesafety.htm> for information on home security.

