



### **Security Patrol Service Contract / Agreement**

**Upon completion of the LSS London security patrol sign up, your agreement is with Security Syndicate London Limited, trading as London Security Syndicate, a company registered in England and Wales under the number 09929409 with a registered office Bridge House Fiddlebridge Lane, Hatfield, Hertfordshire, AL10 0SP. The agreement is between London Security Syndicate and the name given to sign up.**

**By completing the sign up form you, the signee, hereby requests London Security Syndicate to carry out the services as follows:**

- 1.1 To carry out random perimeter checks of your property within contracted hours only.
- 1.2 To respond to your alarm when activated, your alarm provider will need to add our telephone number **07523025105** to the system. We will respond to your alarm in contracted hours only. If out of contracted hours there will be a call out fee of £50.00 + VAT and a standing charge of £25.00 + VAT for every 30 minutes.
- 1.3 To hold a set of keys under the key holding scheme. To activate this you will need to email a request to **enquiries@lsslondon.co.uk**
- 1.4 To put out and return your bins, this service is very useful when you're on holiday. To activate this service please speak to your patrol officer directly or call **0330 1330 226**.
- 1.5 To respond to your emergency call, for the fastest response time please call your patrol cars direct phone number. This number will be provided in your welcome pack given to you at the point of signing up.
- 1.6 To meet and greet you or visitors at your property. We ask that you call your patrol cars direct number ten minutes before you require this service. The patrol cars direct number has been provided in your welcome pack.

#### **Schedule**

2. To provide a mobile security patrol from the hours of 1800hrs to 0600hrs, 365 days a year.

#### **Service charge**

3. The monthly fee for the service is specified within the sign up form – this fee must be paid monthly via standing order. Failure to ensure payment will result in the suspension of the service outlined above.

### **Cancellation**

4. The contract is a rolling 12 month contract & we require a 2 month written cancellation sent to [enquiries@lsslondon.co.uk](mailto:enquiries@lsslondon.co.uk)

### **Maintenance**

5. The customer is required to maintain their alarm system.

### **Warning Signs**

6. London Security Syndicate will provide 1 sign board per household. Additional sign boards can be purchased for £15.00 INC VAT.

YOU MUST ACCEPT THE TERMS AND CONDITIONS OF THIS CONTRACT VIA THE SIGN UP FORM.

THE TERMS OF THE CONTRACT SPECIFIED ABOVE WILL BE APPLICABLE UPON ACTIVATION OF YOUR SERVICE AND CAN BE SUBJECT TO CHANGE. YOU WILL BE NOTIFIED OF ANY CHANGES TO THE CONTRACTUAL AGREEMENT IN ANY EVENT.

In the event that any of your personal details change, please inform LSS at the earliest opportunity.

All customer details are kept confidential at all times.