



HOME SECURITY AUTHORITY ALARM SERVICE REQUEST

BATTERY REPLACEMENT ALARM COMMISSIONING REQUEST

SLR Security Pty Ltd provides commissioning, servicing and monitoring of the residents' alarms. SLR Security Pty Ltd holds a Victorian Private Security Business Registration (892-764-905) and Victorian Private Security Business Licence (892-64-115) to provide monitoring services for residents.

Compliance Requirements

Qn Is a telephone landline connected to your home? Yes No

Qn Is power connected to your alarm panel? Yes No

If you answered **NO** to either of the above questions, your alarm cannot be commissioned or monitored at this time; it can however operate on a "Stand Alone" basis and be serviced if there is a fault.

Please supply as much detail as you can - using BLOCK LETTERING and ensure that you sign the bottom of this page, to give authority to have your alarm monitored or serviced.

Qn Are you the owner or a tenant of the property? Owner Tenant

Qn If you are the owner, do you live at this property? Yes No

Qn How long have you lived at this Property? _____

Primary Contact Details

Occupant 1 First _____ Last _____ Mobile _____

Occupant 2 First _____ Last _____ Mobile _____

Address _____

Home Phone _____ Email _____

Password _____ Alarm type (if known) _____

Note: Occupant must nominate a password for remote identification purposes.

Alternative Contact Details (contacts in case you cannot be reached)

Has key to house

First _____ Last _____ Mobile _____ Yes No

First _____ Last _____ Mobile _____ Yes No

Authority for remote dial-up and monitoring by SLRS' alarm monitoring provider

Signature _____ **Date** ____ / ____ / ____

Note: Your details will be shared with Sanctuary Lakes Resort Services Ltd, your Owners Corporation Manager.



Service requested (please tick)

Service Call (Including 1 hour labour max. Parts not included) - \$110.00

(please describe the issue)

[Additional time charged at \$55 per half hour. The Service Call Fee is non-refundable unless we receive 2 business days' notice of an appointment being cancelled or of your inability to be at home during the scheduled period.]

Small battery replacement - \$33.00

Large battery replacement - \$37.00

Alarm Commissioning – standard charge \$190.00

In the event that we attend at your property to commission your alarm and find that it is not able to be commissioned, the fee will be \$110.00 and you will receive a refund of \$80.00.

It is the responsibility of the owner to rectify any problems identified with their alarm system. However, SLR Security may be able to carry out any necessary works for a fee.

Payment details

Payment must be made at the time of making the appointment. Any additional costs may be paid directly to the technician or RSO on the day, strictly by credit/debit card or cheque only. Please make cheques payable to 'SLR Security Pty Ltd'.

Tenants please note: The cost of the service / commissioning can be billed to the real estate agent listed. In that circumstance, we will require the agent's approval before carrying out any services.

All Tenants to complete

Real Estate Agent (Company) _____

Contact First _____ Last _____

Phone _____

Email _____

Annual Service: Standards Australia has compiled a set of guidelines relating to security system service requirements (AS2201.1 System installed in clients' premises). Formulated by a committee of professional groups, the standards recommend a routine service visit at least once a year.

The purpose of these visits is to check, clean, test and if necessary adjust any detection equipment (including Smoke Detectors), ensuring that the alarm system's power supplies are functional and that the system communicates with the monitoring centre.

Note: Smoke Detectors must be cleaned and tested every 12 months and replaced every 10 years.