



HOME SECURITY AUTHORITY
ALARM SERVICE REQUEST
BATTERY REPLACEMENT

ALARM COMMISSIONING REQUEST
3G ALARM MONITORING 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 (892-764-90S) and Victorian Private Security Business Licence (892-764-11S) to provide monitoring services for residents.

Compliance Requirements

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

Are you the owner or a tenant of the property?	Owner	Tenant
If you are the owner, do you live at this property?	Yes	No
How long have you lived at this Property?	_____	

Primary Contact Details

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.

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 Identification Purposes.

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

Has key to house

First _____	Last _____	Mobile _____	Yes	No
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First _____	Last _____	Mobile _____	Yes	No
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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 \$115.00 per hour. Parts not included) Additional Time charged at \$60 per half hour

(please describe the issue)

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

3G Alarm Monitoring – \$160.00

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. Cheque payments made out 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 and Payment before carrying out any works

All Tenants to complete

REAL ESTATE DETAILS _____

AGENT'S NAME _____

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 between 12 to 18 months**

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: MFB says Smoke Detectors must be serviced every 12 months and replaced every 10 years.