

Emergency Alarm Response & Keyholding Services



When you're not there, we can be

Who are CMS

CMS is a Banham Group Company dedicated to looking after you and your property by providing Key Guards who will attend your premises following alarms activations or specific requests.

We are also able to provide pre-arranged visits and remain on site to look after the premises when required. In addition, we can attend if you have been locked out of your property or for other types of emergencies.

- Fully licensed and certificated we operate in compliance with BS EN ISO 9001:2008 (Quality System), BS 7858:2012 (Security Screening) and BS 7984:2008 (Keyholding and Response Services).
- We are an SIA Approved Contractor and all our Key Guards are vetted and licensed by the SIA to ensure that they are able to operate at the required standard of professionalism and provide a high quality of service.



How it works

1. We conduct a brief survey of your property to familiarise ourselves with the layout to determine entry procedures and operational guidelines for our attending Key Guards.
2. A set of keys to the property are collected and a receipt is issued for your records. The keys are sealed and coded in our secure control room and will only be accessed by SIA licensed staff when we need to attend to your property.
3. When we are informed of an alarm activation or a call out is requested, our Key Guards are dispatched to your premises with the keys to investigate the cause. If the situation is considered serious, you or your nominated emergency contact will be contacted for further instructions. Otherwise, we will operate within the agreed operational guidelines.



If required, we can arrange for the attendance of emergency services or repair companies to ensure that your premises is left fully secure. If there is a fault with your alarm system, we will arrange for an alarm engineer to attend as soon as possible. If your alarm system is linked to an Alarm Receiving Centre, the system will be reset in accordance with the reset policy of the alarm company.

4. Your property will then be re-secured and a comprehensive report will be emailed to you for your information.

What are the benefits?

No personal Risk

In the event of a burglary, CMS provides a prompt response to your premises by our Key Guards, 24 hours a day, 365 days a year. This eliminates the potential risk to you, your family or your staff.

Peace of Mind

We initiate appropriate action as required, such as calling and meeting the emergency services if there is a break-in.

Insurance & Police Requirements

The Policy of the Association of Chief Police Officers (ACPO) requires that each premises must have at least two keyholders, one of whom must be available at all times. Each keyholder must have a telephone, a means of transport at all times and must be capable of responding quickly to an attendance request, day or night. Without this, police response to your property may be withdrawn. With CMS Keyholding you automatically comply with all police requirements.

A Fast Keyholding Response

Our Key Guards are primarily dispatched by motorcycle to avoid traffic hold-ups and therefore ensure prompt arrival at your premises. In addition, the time saved by not having to locate private keyholders may be crucial in some instances.

No more Inconvenience

Our Key Guards will attend your premises in response to alarm activations at anytime. This is particularly relevant during unsocial hours. There is no need to rely or impose on friends or neighbours who may not be available to attend your property all year round.

Other Services Provided

CMS can help if you:

- are going on holiday – we can provide a weekly service
- are locked out, lost or forgotten your keys or had them stolen
- have left domestic appliances on by mistake
- need keys to be cut and posted or delivered
- have pets that need feeding when you are away
- have forgotten your passport
- need access whilst you are away or at work for tradesmen or guests
- require routine checks on your property while you are away, both external and internal
- need lock and unlock services



CMS Keyholding Limited currently holds SIA Approved Contractor Scheme (ACS) status for the provision of Keyholding.

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Areas covered: London and the Home Counties