

## Laura Bowman

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**From:** official information  
**Sent:** Tuesday, 9 August 2022 2:39 pm  
**To:** 7(2)(a)  
**Cc:** official information  
**Subject:** Final Response - LGOIMA 275313 - 7(2)(a) - copy of the Standard Operating Procedure previously requested  
**Attachments:** Page 20 from ExcNoise - Noise Control Officers Operational Manual - Jul21.pdf

Kia Ora,

I refer to your **information request below**, Hamilton City Council is able to provide the following response.

### You requested

A copy of the standard operating procedure for the disabling of alarms in response to a noise complaint.

### Our response

Please find attached, relevant page from our Noise Control Officers Operational Manual (July 2021), section 17(e) - Building and Vehicle Intruder Alarms which outlines the procedure you are requesting.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Kind Regards,

**Laura** | Official Information Coordinator  
Governance & Assurance Team | People and Organisational Performance  
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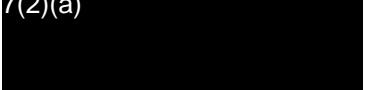
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**From:** 7(2)(a)  
**Sent:** Thursday, 28 July 2022 2:39 pm  
**To:** Welan Rorimpandey <[Welan.Rorimpandey@hcc.govt.nz](mailto:Welan.Rorimpandey@hcc.govt.nz)>  
**Subject:** Re: Account 57238.36 - Mark Steven Thompson

Good afternoon,

I would like you to provide me with the sop procedure, as I asked last week please

7(2)(a)



### (e) Building and Vehicle Intruder Alarms

- Building and vehicle alarms should be disabled only if they have been operating for a time such that they are not serving any useful purpose.
- On investigation first determine if there is a valid reason for the alarm sounding (i.e. there has been an illegal entry).
- Before taking any action make a reasonable attempt to locate the owner or other person who could provide assistance in disabling an alarm, particularly where a forced entry may be required. Use any contact information of a security or alarm monitoring company displayed on the building / vehicle.
- If no contact is made with anybody who could disable the alarm, then request Police attendance before carrying out any action.
- Disable the external alarm first. This may be all that is required. If an internal alarm is still going but the noise is not excessive then leave it. Note that the police are still required if disabling an external alarm.
- Use the preferred alarm technician for disabling the alarm.
- **Under no circumstances should the power to a building be switched off or disconnected.**
- If a forced entry is required into a building, then first engage a locksmith or glazier to gain entry into the building to prevent unnecessary damage to the building. Also, the Police may use such force as is reasonable in the circumstances when supporting noise control.
- In the case of vehicles contact the Automobile Association to make a forced entry into the vehicle (contact details are provided separately from this procedure). Removal of the battery is the normal way to disable the alarm. To avoid delays the noise control officer should get the AA call centre to get the AA officer to phone them to get an ETA.
- The Police will make the decision as to whether a forced entry should be carried out (if required) by them.
- If a forced entry has resulted in damage that would leave any building or vehicle in an insecure state, then contact the appropriate tradespeople to carry out the necessary repairs to secure the building.
- An excessive noise direction and a Notice of Action Taken (EH2/1e) form needs to be issued.
- Describe clearly on the Notice of Action Taken form the action that was taken to disable the alarm. (This informs the owner exactly what was done to disable the alarm).