



## Project Initiation Document (PID) V2

**Project Title:** To Purchase and install 10 x CCTV Cameras, plus equipment, plus three year IP connection and three year data package, with key stakeholders.

**Author:** - Councillor Mrs J M Martin (Town Mayor), Councillor J Tivnan BEM & Town Clerk

**Committee:** Finance and Operations Committee

**Version:** One

**Date:** 29<sup>th</sup> October 2025

### Revision History

Date of this revision:		
Version Number	Revision Date	Summary of Changes
V2	14/04/26	10. Costs and suppliers. 11. Funding. 15.Constraints. 20. Any other information.

### Approvals

This document requires approval by the .....Committee/Officer/Working Party

Approved By	Date	Version	Notes

### Distribution

This document has been distributed to:

Name	Title	Version	Date
Finance and Operations Committee		1	29/10/25

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## 1. Background

At the October 2025 council meeting, Torpoint Town Council **resolved** to agree to support consideration of the project to purchase and installation of 2 x CCTV Cameras, plus equipment, plus 3 year IP connection and 3 year data package at Harvey Street, Torpoint.

Located in the Harvey Street area of Torpoint, the CCTV cameras will assist with crime and antisocial behaviour prevention, also drugs and alcohol abuse. The project is being led by Torpoint Town Council, with support from local Neighbourhood Police, Cornwall Councillors plus support from Anna Gelderd MP.

## 2. Business Case

The Town Council's **mission** is to be open and fair, delivering a sustainable prosperous town economy that protects the environment, embraces the whole community and recognises Torpoint's unique design and location as a gateway to Cornwall and the Rame Peninsula.

### **Purpose of Torpoint Town Council:**

- Community

To put the community at the heart of everything we do, providing opportunities for our residents, community groups and businesses, where no-one gets left behind.

- Community Governance

To be a leading council operating within best practice and standards as recognised by the town community, members, staff, partners and peers.

- Community Growth and Sustainable Development

To ensure the provision of assets, services and to influence the supporting infrastructure to enable the community to grow and flourish, delivering the Vision for Torpoint, whilst protecting and enhancing the natural environment and town heritage.

The council has recently agreed to support this project, and is actively looking for funding opportunities from external sources for the costs of purchase and installation, rather than using 'precept' funds. **It is anticipated for the ongoing monitoring costs of the CCTV cameras would be including in the town council budget setting/precept, in perpetuity.**

## 3. Council Objectives

This project will look to protect members' of the community, providing a safer environment for those residents' living in close proximity to the flats on Harvey Street. In an area with high levels of deprivation, the cameras would provide 'some additional comfort' to these residents.

## 4. Beneficiaries

There has been a rise in crime and anti-social behaviour at this 'hotspot' in Torpoint and this has resulted in the Neighbourhood Beat Manager looking to work with the town council, Cornwall Housing, Cornwall Council, plus community groups to seek support and funding opportunities, to enable the installation of 2 x CCTV cameras at this location.

All the residents' of the flats at Harvey Street and those living in close proximity would most certainly benefit. This area of Torpoint is well known as being the area where fly tipping occurs frequently, where crime and drug dealing is 'part of the daily activities of some of the residents'' who live there. Local residents' would benefit from the installation of CCTV at this location. Many residents have attended several monthly town council meetings, also corresponded with the town council, as well as being in regular contact with the Cornwall Councillors, plus the MP on this issue.

It would show the town council's commitment to the local residents' (Harvey Street, plus those in the vicinity) as well as other residents' of the town who 'all know' this is a 'hot spot' for crime and anti-social behaviour in the town.

Women are the majority of the residents' who are contacting us about the crime and anti-social behaviour they are witnessing and are fearing for their personal safety.

A letter of support from Anna Gelderd MP to Cornwall Council and the Office of the Police and Crime Commissioner is attached.

## **5. Scope and Exclusions**

Purchase and Installation of 2 CCTV cameras and ongoing monitoring, in partnership with key stakeholders. This a key thoroughfare of the town and this is the reason for prioritising this 'hot spot' of crime in the town, having being brought to the consideration of the town council by residents' with the backing of the Neighbourhood Beat Manager and former Cornwall Councillor.

## **6. Project Governance and Management Structure**

Project Governance will be undertaken by the Finance and Operations Committee, through the Town Clerk with support from the Operations Manager.

## **7. Staff Resources**

Initial management and Administration by the Town Clerk, Operations Manager and Town Council Support Officer / Assistant to the Town Clerk & RFO.

Setting up an Agreement with the Police for the formal monitoring.

Number of hours required unknown.

## **8. Role Descriptions**

Town Clerk – Overall Management of the project, for and on behalf of the Town Council. Once project in place, continued liaison with all key stakeholders and reporting back to the council.

Operations Manager – Ongoing maintenance and monitoring.

Town Council Support Officer / Assistant to the Town Clerk & RFO – all financial requirements of the project, once implemented.

## 9. Project Schedule

Proposed project schedule implementation plan:

ACTIVITY	DATE BY
Complete funding bids as well as submit funding requests to all key stakeholders	End December 2025
Include CCTV Monitoring costs in precept for 26/27 (should all the funding project becoming available in the next financial year)	Nov' 2025 council budget setting
Review project costs, including annual monitoring for accuracy	December 2025
Review project income and expenditure, once decisions on applications for funding are known, to ensure affordability	February 2026
Written agreements in place for installation on all premises	March 2026
Commence procurement (likely to be direct award to registered Police supplier)	May 2026
Purchase and installation of CCTV camera complete	June 2026
Ongoing monitoring starts	June 2026
Publicity	June 2026

## 10. Costs

In line with financial best practice and Torpoint Town Council's Financial Regulations alternative like for like quotes were sought. On this occasion one company did not have the capacity (the council's existing CCTV supplier) and the other did not submit an amended quote after amendments were made to the camera locations.

Therefore, the steering group proposes accepting the following quotation (as attached).

AWL Group Total Cost of **£11,520.70 +VAT**

Plus £30.00 per calendar month for internet connection to allow remote reviewing of footage – this is currently a funding shortfall.

## 11. Funding

£10,000 Funding agreed PCC Devon & Cornwall

£1,520.70 Cornwall Housing

£30.00 per month approximately this is currently a funding shortfall.

## 12. TTC Regulatory Policies

Please indicate below any TTC regulatory policies that are relevant to this project and how the solution is designed to cater for these.

A dedicated CCTV Policy would need to be adopted.

### 13. Risk Management

Any risks known at the outset of the project, such as delivery lead times, doubts re staff availability or funding issues should be highlighted here.

ID	Risk Description	Likelihood	Impact	Level	Counter-measures
	Funding not secured	Medium	High		Council precept, Officers to search for additional funding pots.
	Written permissions for installation not secured	Low	High		Resident given verbal permission already. Cornwall Housing included in the discussions at the outset of the project. Support of MP and Neighbourhood Beat Manager

### 14. Dependencies

This project does not depend on any other project coming to fruition, but does depend on funding sources being realised, permissions for installation being given and the supply chain/ installation timeline of the appointed contractor being available.

### 15. Constraints

Seeking written permission from property owners, agreement in principle received verbally.

*Cornwall Housing Limited. Acknowledge and confirm that Torpoint Town Council will retain ownership of the CCTV system and act as the Data Controller. CHL is fully supportive of the CCTV being installed on the blocks that we manage and is pleased to be working in partnership on this initiative. We are grateful in advance for the collaborative approach that will allow CHL to view footage where appropriate.  
Paula Williams / Regional Housing Manager (South East) 14/04/2026*

### 16. Communications Plan

- The local community/residents will be interested in the project.
- Publicity as the project progresses will be social media, the council website and newsletter.

### 17. Project Meetings

- At the stakeholder meeting held on 13<sup>th</sup> April 2026. Having reviewed the submission from AWL Group, it was agreed that their proposal of 10 cameras provided better overall coverage without Realtime monitoring than the initial quotation or project scope

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### 18. Project Controls

#### Meeting actions / issues

Actions and Issues raised during the course of the project will be reported to the Finance and Operations Committee, via the Operations Report.

## **Monitoring & reporting**

The monthly Project Status Report will be reviewed by the relevant Committee for onward transmission to Council (unless included within the scheme of delegation).

### **19. Closure**

This project will be closed by: implementation and installation and then ongoing monitoring of the CCTV cameras.

### **20. Any Other Information**

20.1 MP Letter of support is attached (see pages 9 and 10).

20.2 This will show a collaboration of key stakeholders working together to reduce crime and anti-social behaviour in Torpoint. This project celebrates 'community cohesion', showing that all the stakeholders and the PCC are listening and responding to their concerns. Currently the local Neighbourhood Police Teams are undertaking patrols in this hotspot crime area, the installation of CCTV cameras would support this work, which as part of the installation agreement, would provide real time 24/7 monitoring of the area, which would then allow immediate response when required and fewer actual police hours on site. Although not on the high street (Fore Street), should crime (shoplifting) happen on Fore Street, which is only one street away, then the CCTV cameras could be used to assist with the search for the criminal(s)

ANNA GELDERD MP



HOUSE OF COMMONS  
LONDON SW1 0AA

**Cornwall Council –**

Leigh Frost (Leader of CC),

Kate Keneally (Chief Executive),

**Devon and Cornwall Police –**

Alison Hernandez (Police and Crime Commissioner),

James Vaughan (Chief Constable),

5<sup>th</sup> September 2025

Dear All,

**Subject: Urgent Action Required – CCTV Installation on Harvey Street, Torpoint**

I am writing to you in my capacity as the Member of Parliament for South East Cornwall regarding the ongoing and deeply concerning issues of crime and anti-social behaviour around the flats located on Harvey Street in Torpoint.

Over recent months, I have received a significant number of contacts from constituents who are distressed by the persistent disturbances in this area. These concerns have been raised with both Cornwall Council and Devon and Cornwall Police, and I am grateful for the engagement shown thus far.

To better understand the situation on the ground, I recently undertook a ride-along with local police officers and visited Harvey Street to discuss current policing efforts. It is clear that while the police are working diligently, the introduction of CCTV in this area would be a vital tool in both deterring criminal activity and enabling faster, more effective responses. CCTV would also support the identification and prosecution of individuals involved in criminal behaviour, providing much-needed reassurance to the local community.

There is a strong and growing consensus among residents and local stakeholders that CCTV is urgently needed and would be warmly welcomed. I understand that the Town Council has been actively pursuing this issue and has recently received a quote from Devon and Cornwall Police

Anna Gelderd MP  
Member of Parliament for South East Cornwall  
Email: [anna.gelderd.mp@parliament.uk](mailto:anna.gelderd.mp@parliament.uk)



ANNA GELDERD MP

HOUSE OF COMMONS  
LONDON SW1 0AA

estimating the installation and first-year running costs at approximately £18,500. Additional ongoing costs include £50 per camera per month for monitoring and a yearly fee of £1,200.

Given the scale of concern and the clear benefits of CCTV, I urge Cornwall Council and Devon and Cornwall Police to work together as a matter of urgency to agree on funding and implementation. The people of Torpoint deserve to feel safe in their homes and communities.

This initiative aligns directly with Labour's mission to make our streets safer. We are committed to ensuring that every community has the tools and support needed to tackle crime and anti-social behaviour head-on. The installation of CCTV in Harvey Street is a practical and necessary step toward achieving that goal.

I look forward to your response and to seeing swift progress on this matter.

Yours sincerely,

**Anna Gelderd**

Member of Parliament for South East Cornwall

CC

Ned Bowie (Sector Inspector)

Hayley Gething (Neighbourhood Beat Manager for Torpoint)

Thalia Marrington (Portfolio holder for Community Safety & Public Health)

Milly Southworth - Town Clerk & RFO Torpoint Town Council

Clr Rob Parsonage – Cornwall Councillor for Torpoint

Anna Gelderd MP  
Member of Parliament for South East Cornwall  
Email: [anna.gelderd.mp@parliament.uk](mailto:anna.gelderd.mp@parliament.uk)

**PC Hayley Gething, Liskeard Sector Neighbourhood Policing Team (email of 13/04/26).**

Harvey Street remains a local target for police, with multiple incidents having been reported recently including disorder and serious concern for the welfare of an individual. Had CCTV been in place, police would have been able to progress enquiries and investigations more expeditiously, potentially preventing further harm occurring and bringing peace of mind to residents. I continue to support the

implementation of CCTV wholeheartedly and believe it would be hugely beneficial in an area which suffers frequent ASB and disorder.

**Paula Williams | Regional Housing Manager (South East) Cornwall Housing Limited (email of 14/04/26).**

We can clearly see the value and benefits that the installation of CCTV will bring. In particular, we believe it will make a significant difference to the community by:

- Supporting evidence gathering to enable collective action,
- Addressing and evidencing incidents of fly tipping, and
- Helping to generate an increased sense of safety and reassurance for residents.



1 - 3 Buller Road  
 Torpoint  
 Cornwall  
 PL11 2LD

- Access Control
- CCTV
- Fire Detection
- Auto Doors
- Auto Gates
- Intruder Alarms
- Monitoring
- Electrical

Ash & Williams Ltd  
 7 Oakfield Place  
 Cattedown  
 Plymouth  
 Devon  
 PL4 0QA  
 01 752 225335  
[helpdesk@awlgrp.co.uk](mailto:helpdesk@awlgrp.co.uk)

31/03/2026

**Our Ref: 19210**

**RE: CCTV Installation - Harvey Street (34-44)**

Dear Milly

**Rev 1**

Thank you for inviting AWL Group to tender for the supply and installation of a new CCTV system at the above referenced property, for the detection and prevention of Anti Social Behaviour.

The following quotation is for the supply and installation of Closed Circuit Television camera system intended to comply with National Security inspectorate code of practice: NCP 104 Issue 3 (design, Installation and Maintenance of CCTV systems) including the requirements of BS EN62676-4:2015 with particular reference to NCP 104 (3).

**SYSTEM CLASSIFICATIONS**

This system is designed for use in lowlight conditions.

**DEFINITIONS**

Daylight Full Sunlight (105 Lux) to Sunset (50 Lux).

Lowlight Full Sunlight (105 Lux) to Twilight (4 Lux).

Moonlight Full Sunlight (105 Lux) to Quarter Moonlight (0.1-0.4 Lux) \*

Starlight Full Sunlight (105 Lux) to Starlight (0.0007-0.002 Lux) \*

Infra-red An Infra-red lighting source is used to illuminate the scene.

\* On a cloudless night.

**BS EN50132-7: 2012 - Camera Views:**

The definitions relate to the minimum size of a person on the monitor screen.

100% equates to a standing person filling the full height of the screen.

Identification 120%

Recognition 50%

Detection 10%

Monitoring (Crowd Control) 5%

This system is designed for Detection purposes.

**ORIENTATION**

Where appropriate, locations will be described as being front or rear and left or right as seen by an observer standing outside and facing the front of the premises, from the main road to the front entrance on Harvey Street.



## CAMERAS

### **Camera 1**

To supply and install an AWL 4MP Fixed Turret Network Camera 4mm Lens.

Located: On the front elevation to the left hand side of Harvey Street mounted above the lower grey line.

Viewing: The front of the block flats 26 and 28 towards the bus stop.

Purpose: General view of activity around the front of the building.

### **Camera 2**

To supply and install an AWL 4MP Fixed Turret Network Camera 2.8mm Lens.

Located: On the front left elevation of 26 Harvey Street mounted above the lower grey line.

Viewing: The front court yard and shed area below flats 20 and 22.

Purpose: General view of activity around the front of the building.

### **Camera 3**

To supply and install an AWL 4MP Fixed Turret Network Camera 2.8mm Lens.

Located: On the rear elevation on the left hand side of 32 Harvey Street mounted above the lower grey line.

Viewing: The rear grass area of flats 32 and 30.

Purpose: General view of activity around the rear of the building.

### **Camera 4**

To supply and install an AWL 4MP Fixed Turret Network Camera 2.8mm Lens.

Located: On the rear elevation on the right hand side of 30 Harvey Street mounted above the lower grey line.

Viewing: The rear grass area of flats 30 and 32.

Purpose: General view of activity around the rear of the building.

### **Camera 5**

To supply and install an AWL 4MP Fixed Turret Network Camera 2.8mm Lens.

Located: On the rear right elevation of 30 Harvey Street mounted above the lower grey line.

Viewing: The front grass area to the right of flat 28.

Purpose: General view of activity around the front of the building.

### **Camera 6**

To supply and install an AWL 4MP Fixed Turret Network Camera 2.8mm Lens.

Located: On the rear right elevation of 62-66 Harvey Street mounted above the lower grey line.

Viewing: The rear area of flat 62.

Purpose: General view of activity around the rear of the building.

### **Camera 7**

To supply and install an AWL 4MP Fixed Turret Network Camera 2.8mm Lens.

Located: On the front elevation left hand side of 58-60 Harvey Street mounted above the lower grey line.

Viewing: The front grass area to the right of the stairwell.

Purpose: General view of activity around the front of the building.

### **Camera 8**

To supply and install an AWL 4MP Fixed Turret Network Camera 2.8mm Lens.

Located: On the rear elevation of Luxstowe Vets Rowe Street.

Viewing: The rear garage areas of Rowe Street.

Purpose: General view of activity around the rear of the building.



### Camera 9

To supply and install an AWL 4MP Fixed Turret Network Camera 2.8mm Lens.

Located: On the rear elevation of 10 Rowe Street.

Viewing: The rear garage areas of Rowe Street.

Purpose: General view of activity around the rear of the building.

### Camera 10

To supply and install an AWL 4MP Fixed Turret Network Camera 2.8mm Lens.

Located: On the rear elevation of 12 Harvey Street on the Rowe Street elevation.

Viewing: The rear garage areas of Rowe Street.

Purpose: General view of activity around the rear of the building.

### Camera 11 - 16

Spare

### CONTROL EQUIPMENT

16 x Camera NVR, 16 x PoE, HDMI x1 /VGA/CVBS, Alarm In/Out 16/9, 1U, 100 to 240 VAC, 1 x RJ-45

10/100/1000 Mbps self-adaptive Ethernet interface,

3 year warranty.

1 x 21.5" LED monitor.

The equipment will be installed in the left hand electrical cupboard on the 1st floor in the existing metal lockable box of 34-44 Harvey Street.

### CABLING

To supply and install Cat5e cables from the NVR position to the IP Camera positions in additional white PVC containment with metal saddles where required.

The existing catenary wire will be utilised and an addition catenary wire will be installed between the rear buildings to allow for the cables.

### POWER

Mains; fused spur in the electrical cupboard on the 1st floor in the existing metal lockable box of 34-44 Harvey Street will be installed.

### ACCESS EQUIPMENT

Step Ladders/ ladders

Scaffold tower

### LIGHTING

Existing lighting and built -in IR on each camera.

### INTERNET CONNECTION

#### Option 1

AWL would recommend a BT internet router is to be installed in the electrical cupboard on the 1st floor in the existing metal lockable box of 34-44 Harvey Street an existing BT phone line is already installed and the phone number of the existing BT socket is 01752 816821.

The contract for the Internet connection would be between yourselves and BT and would need to be arranged by yourselves.

As a guide i have checked on the BT website. A contract plan for Fibre 1 would be £26.99 per month. This price is based on a personal connection where a business connection would be required. This is a guide and we would recommend that this is verified before installation.



## **Option 2**

AWL could provide a WIFI link from 34-44 Harvey Street to the library, which would utilise the existing Internet connection in the library. Providing this is agreed with the library.

As a guide the cost would be around £3000 + VAT.

**Option 1 would be AWL's recommended option for the internet connection.**

### **MONITORING**

No allowance made for an external monitoring station.

Local monitoring and viewing.

Remote monitoring and viewing available providing the system is connected to the internet and an appropriate laptop or PC is used.

### **STORAGE**

8TB Hard drive will be installed in the NVR.

### **DATA RETENTION**

To be agreed from you CCTV policy, we have allowed for 30 days in this quotation.

### **RECORDING SETTINGS**

All cameras will record continuously at 12 images per second on high quality.

Motion detection is to be setup to log only.

### **TIME SETTINGS**

The system will be setup to automatically to adjust the time for daylight saving at the last sunday in March and October.

### **USERS**

Admin will be for the administrator and will be the AWL password.

The user will be setup as required with your own password.

### **MAINTENANCE**

12 months maintenance included. 1 visit per annum for 5 years.

### **DATA PROTECTION ACT**

Once your system is installed you may need to register the system to comply with the requirements of the Data Protection Act. The telephone number for the Data Protection Commissioner is 01625 545745 where you will be able to get advise on the action you need to take.

Alternatively you may contact the Commissioner via their website- [www.dataprotection.gov.uk](http://www.dataprotection.gov.uk).

### **HANDOVER**

On completion of the installation the AWL engineer will demonstrate the system to the customers representative and ensure they are familiar with using the systems functions. The views are to be agreed and adjusted to the customers requirements during handover.

### **CCTV SIGNAGE**

20 x AWL CCTV signs will be installed around the areas covered by the CCTV.



**NOTE**

Cameras are required for the monitoring and detection of anti-social behaviour, criminal damage, drug use and fly tipping.

Reference images will be recorded during the handover of the system. A copy will be handed to the Customer's representative and a copy retained by the Commissioning Engineer.

<b>Quantity</b>	<b>Description</b>
1.00	INSTALLATION (2 ENG)
1.00	INSTALLATION ELECTRICAL (1 ENG)
1.00	16CH NVR ACUSEEEK UP TO 4K RESOLUTION 12TB
1.00	21.5" LED MONITOR
1.00	MONITOR BRACKET
1.00	2M HDMI CABLE
9.00	IP TURRET CAMERA 4MP 2.8MM LENS
1.00	IP TURRET CAMERA 4MP 4MM LENS
10.00	TURRET BACK BOX
1.00	CAT5e RJ45 PLUG PACK
3.00	CABLE CAT5E DUCT GRADE
1.00	25mm PVC WHITE CONDUIT AND METAL SADDLES
3.00	CATENARY WIRE KIT
1.00	METAL CLAD UNSWITCHED FUSED SPUR 3AMP
1.00	ELEC - 4 GANG 2 MTR WHITE EXTENSION LEAD
20.00	CCTV SIGNS PVC A4
5.00	12 MONTHS MAINTENANCE (FOR 5 YEARS 1/12 X 5)
1.00	SUNDRIES AND FIXINGS

**Total Cost of £11,520.70 +VAT**

**AWL SYSTEMS INCLUDE:  
EQUIPMENT COMPLIANT WITH EN REQUIREMENTS  
FULL AFTER SALES BACK UP  
FULL OWNERSHIP - NO ANNUAL RENTAL CHARGE**

Quotations are only valid for 28 days, unless specified otherwise.

We hope we have interpreted your requirements correctly; if you have any further enquiries, please do not hesitate to contact me.

Yours Sincerely  
Ryan White



I/We hereby accept this quotation Ref:  
(And the terms stated therein)

Please commence work on: / Call us to make arrangements  
\*Delete as appropriate\*

Any special instructions

Purchase Order Number

Authorised Signature

Print Name

Date





**AWL TERMS & CONDITIONS:**

**PART I. DEFINITION**

In this Agreement the following expressions have the meanings given to them below:

**Agreement:** The Quotation, the enclosed specification and the acceptance together with Terms and Conditions. On completion of final payment all equipment becomes the sole property of the customer.

**Company:** Ash and Williams Ltd T/A AWL Group.

**Installation Date:** The date on which the Company has completed the installation of the original Security System. OR the agreed start date on the maintenance contract.

**Normal Working Hours:** From 0800 to 1630 hours, subject to alteration by the company, Monday to Friday except for Public and National Holidays.

**Customer:** The party who is buying the services or equipment.

**PART II. THE CUSTOMER**

**Consent and Access:**

(a) Shall obtain and pay for all necessary consents for the installation of the Security System and shall give the company's staff, agents or inspectors access to the Premises at all reasonable times for the purpose of doing anything which the Company is entitled to do under this Agreement. The Customer acknowledges that it may be necessary for some work to be carried out outside Normal Working Hours.

**ICT Facilities:**

(b) Shall make and pay for such arrangements with British Telecom/Virgin or other authority as may be necessary in connection with the Fire or Security System unless the Specification states otherwise.

**Defects:**

(c) Shall notify the Company within a reasonable time of any defect appearing in the Fire or Security System and shall permit the Company to take such steps as it shall consider necessary to remedy such defect.

**Authority Charges:**

(d) Shall reimburse the Company any charge made by the Police or other authority to the Company from time to time in connection with the Fire or Security System. The Company will reimburse these charges if it is deemed to be at fault.

**Work to Security System/Attendance at Premises:**

(e) Shall pay for the cost of any work required to be carried out to the Fire or Security System and materials therefore or any attendance by the Company at the Premises which may be required by the Police or other authority or as a result of any fault of any equipment of British Telecom or other authority or any other circumstances arising outside the control of the Company.

**Structural Alterations:**

(f) Shall notify the Company of any proposed structural alterations to the Premises or of any modifications in the telephone installation affecting the Fire or Security System. Any extension or alteration to the System which may thereby become necessary shall be carried out by the Company at the expense of the Customer.

**Damage to The Security System:**

(g) Shall pay for the cost of all work required to be carried out to the Fire or Security System and materials therefore due to damage to the Fire or Security System.

**Noise Pollution:**

(h) Shall ensure that the external alarm sounder does not cause a nuisance as defined by current Noise Pollution legislation from time to time. An automatic device will be fitted to limit the sounder noise to 20 minutes and shall make arrangements for two keyholders to be available within this time.

**Payment:**

(i) The Company reserve the right to charge daily interest (at 8% above the Bank of England's base rate) on any outstanding balance owed after 30 days from completion date.

(j) The Company has the right to withdraw its services and equipment from site unless the Customer's account is brought up to date.

(k) The Company reserves the right to request a part payment for equipment or works should there be circumstances that require it.

(l) The Company reserves the right to only act upon an official order and not a verbal instruction.

**PART III. LIMITS OF COMPANY'S LIABILITY**

(a) The Company accepts liability in respect of:

(1) Death or personal injury resulting from the negligence of the Company or of its servants or agents when acting in the course of their employment by the Company.

(2) Breach on the part of the Company of any condition or warranty as to title implied by the Sale of Goods Act 1979.

(3) Breach on the part of the Company of any term as to the Security System's correspondence with description or sample or its quality or fitness for any particular purpose which may be implied by the said Act of 1979 or otherwise, except where the Customer makes or holds himself out as making this agreement in the course of a business (as defined by the Unfair Contract Terms Act 1977).

(b) The Company does not know, and shall not be deemed to know, the true value of the customers property or premises and is not the insurer therefore.

(c) Apart from death or personal injury, the aggregate liability of the company and its staff for any breach of contract, breach of statutory duty or negligence arising out of this contract, or presence at the customer's premises shall be limited to £1,000,000 for any kind of loss or damage whatsoever. The customer shall notify the company of any claims within 30 days of the occurrence giving grounds for such claims.

(d) Although the installation is designed to the best of the Company's skill and knowledge to reduce the risks of loss or damage or to deter intruders (as the case may be) the Company does not represent or warrant that the installation may not be neutralised, circumvented or otherwise rendered ineffective by the Customer, intruders or other unauthorised persons, and in such event it shall not be liable for direct or indirect loss or damage suffered by the Customer, intruders or other unauthorised persons.

(e) Because of the previous sub-paragraphs (a) to (g) inclusive, the customer acknowledges that he or she should affect separate insurance.

**Delay in providing or withdrawal of Third Party services of facilities:**

(f) The Company shall not be required to perform any signalling services or to make any repayment to the Customer (but may do so at its sole discretion) if any third party shall delay or withdraw its service or facilities.

**Right of Assignment:**

(g) The Company may assign all or any of its rights under this Agreement and perform any of its obligations through sub-contractors. The Company may not assign its obligations save to a subsidiary Company of AWL Group without the prior written consent of the Customer not to be unreasonably withheld.

**Antecedent Agreement:**

(h) This Agreement supersedes and terminates any antecedent agreement relating to the Security System/s at the Premises without prejudice to any liabilities or obligations of either part to the other outstanding upon such termination.

**Force Majeure:**

(i) Any failure by the Company to perform any of its obligations hereunder by reason of strikes, lock-outs, labour disputes, weather conditions, traffic congestion, mechanical breakdown, obstruction of any public or private road or highway, or any cause beyond the control of the Company shall not be deemed to be a breach of this Agreement.

**Statutory Rights:**

(j) Nothing herein contained shall affect the statutory rights of a customer. Relevant United Kingdom law will apply to the agreement and the relevant United Kingdom courts will have exclusive jurisdiction in relation to this agreement. For further information about your statutory rights contact your local authority Trading Standards Department or Citizen's Advice Bureau.

**Site Safety:**

(k) The Company reserves the right to cancel a site visit or maintenance visit if the site is deemed to be unsafe or the environment where the work is to be undertaken is unsatisfactory and not in line with the Company's safe systems of work and or the Health and Safety at work Act 1974. The Customer will still be charged for the site visit and the Company may not be held responsible for any fallings arising from such an event.

**Data Protection and GDPR:**

(l) Any information in verbal, written or electronic formats provided to the company by the Customer will not be copied, forwarded or provided to any other parties without consent from the Customer.

All information concerning the Customer held by the company will not be passed on to any third parties or disclosed to anyone outside of the Company.

Any information stored on equipment removed from site for maintenance, modification or repair will be undertaken in strict confidence to ensure that any confidential information will not be provided to any individual or company that has not been given consent from the Customer.

Quotations provided to the Customer will not be forwarded to any other persons unless permission is granted from the Customer.

All copies of Confidential Information received by the company shall be returned to the Disclosing Party immediately upon such party's request or, up on such party's request, destroyed.

The Customer has the right to request the data that is held by the Company at any time in line with GDPR.

No data will be requested or held that is not required to undertake the Company activities for the Customer.

**Warranties & Liability:**

(m) Subject to the conditions set out below the Company warrants that the services will correspond to their specification at the time of completion and will be free from defects in material and workmanship for a period of twelve months from delivery.

The above warranty is given by the Company subject to the following:

The Company shall be under no liability in respect of any defect in the goods and materials comprised in the Works arising from any drawing design or specification supplied by the Customer.

The Company shall be under no liability in respect of any defect arising from fair wear and tear, willful damage, negligence, abnormal working conditions, failure to follow the Company's instructions, misuse or alteration or repair of any of the goods and materials without the Company's approval.

The Company shall be under no liability under the above warranty or (any other warranty, condition or guarantee) if the Price and any other monies payable under the Agreement have not been paid by the due date.

Subject as expressly provided in these Conditions and except where the Works are supplied to a person dealing as a consumer (within the meaning of the Unfair Contract Terms Act 1977) all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

In the event of death, injury, wrongful advice, any claims arising shall be limited to the amount specified in the company's insurance schedule, a copy of which can be seen by request.

**Maintenance / Monitoring:**

The company will guarantee all new equipment for normally one year commencing on the completion date.

The company undertakes to provide maintenance and/or monitoring cover that commenced on the date of completion for a period of one year and will be automatically renewed for a further minimum period of five years providing three months notice of cancellation in writing prior to the renewal date has not been given.

For the following years the security system will be inspected and adjustments made where necessary to British Standard requirements during normal working hours.

Either party of this Agreement may cancel their interest in it by giving to the other party three months notice in writing prior to the renewal date. All notices referred to in this Agreement shall be sent to the address specified in the heading.

The Company will not reimburse the cost of any monitoring contract upon early termination.

Under a fully comprehensive maintenance agreement nothing in this Agreement shall be construed as to require the Company to repair a fault or damage caused by unauthorised interference by anyone who is not an authorised employee of the Company, misuse, customer error, physical damage, or external influence, including lightning, tree of charge. In the event the repair will be affected at the Company's normal rates.

The Company reserve the right to increase the charges to make allowance for the increased cost of wages, insurance's and other expenses. The maintenance fee will be invoiced immediately after the guarantee has expired and shall be payable within one calendar month of the date of such invoice subject to three months notice of termination of this agreement.

Any parts out of guarantee required to be charged for at normal rates. Only routine inspections are covered by this Agreement, subject to the exclusions previously listed. External lighting is not covered by this Agreement.



**HARVEY STREET CAMERA LOCATIONS**



**Likely to slightly move location of Camera 10**