

## Looking for a security company? Ask these questions before you decide

Deciding on the right security company to keep your home and family safe can be difficult, especially when you aren't sure of what is included in the different quotations and can't figure out why the costs are so different from company to company.

Ask these questions before you decide:

No		Company A	Company B	Company C
1	Are they registered with the Private Security Industry Regulatory Authority?			
2	Are their security and alarm systems SABS approved and compliant with the various regulations?			
3	Does the company do their own security system installations?			
4	Are installation technicians properly accredited?			
5	Are installation technicians properly vetted for security?			
6	What is included in the security system and how many items of each? <ul style="list-style-type: none"> <li>- Control panel</li> <li>- Interior motion sensors</li> <li>- Exterior motion sensors</li> <li>- Door and window sensors</li> <li>- Security cameras</li> <li>- High-decibel alarm or siren</li> <li>- Fixed panic buttons</li> <li>- Mobile panic buttons</li> <li>- Property and window signage</li> <li>- Back up battery</li> <li>- Back up cellular/wireless messaging in case telephone line is down</li> </ul>			
7	What happens to your alarm system during loadshedding?			
8	What happens to your alarm system if your phone line is down?			
9	Does the security system connect to an app on your smartphone?			

10	Can you activate your security system remotely?			
11	Can you access the feeds from your security cameras on your smartphone or the internet?			
12	How long does the company keep footage from the security cameras?			
13	How many times a month are you allowed to test the security system?			
14	How often does the security company recommend that you test your security system?			
15	Does the company require you to notify them before you test your security system?			
16	Do they offer an armed response service?			
17	Do they employ their own security personnel? Are they properly vetted for security?			
18	Are their security officers properly trained? How often do they go for refresher training?			
19	Are their security officers properly equipped? What equipment do they carry? Do they wear bulletproof vests?			
20	Do they offer an armed escort service? Is there a limit on the number of times you can use this service a month?			
21	What happens if you have dogs on the premises? How do security guards deal with this situation?			
22	Does the company have a base located in your area?			
23	Do they have a control room dedication to the region? If not, how many areas are serviced by the control room and how does this impact on response time?			
24	What is their average response time? Does the company offer a guaranteed minimum response time?			
25	What is the company's response and times when the panic button is pressed?			
26	How many officers and vehicles are allocated to the area?			
27	Do they conduct regular patrols as well as respond to alarm activation? How often do vehicles patrol your street?			
28	Do they have access to and monitor the feeds of security cameras in the area?			
29	Do they work with other security companies in the area?			
30	Does the company work with the local neighbourhood watch and engage with the local police station regularly?			
31	Does the company offer customers up to date information on the security incidents in the area and the outcomes?			