



Keyholder and Alarm Response Escalation Matrix

Printable planning form for alarm companies, property managers, business owners, and authorized after-hours responders.

Use this matrix to keep alarm contact order, access details, and escalation instructions clear. Confirm procedures with your alarm company, local requirements, and authorized property contacts.

Property and Alarm Company Details

Business / property name:		Site address:	
Unit / suite:		City:	
Alarm company:		Alarm company phone:	
Alarm account / reference:		Monitoring station instructions updated on:	

Alarm Contact Order

Order	Name / Role	Phone	Email	Notes
1	Primary responder / security provider			
2	Secondary responder			
3	Owner / manager			
4	Emergency property contact			
5	Backup contact			

Access Instructions

Main entrance:		Side / rear entrance:	
Gate code:		Alarm code / panel notes:	
Lockbox / key safe location:		Key / fob notes:	
Camera access notes:		Areas not to enter:	



Escalation Instructions

Situation	Action / who to contact	Notes
No visible issue found / likely false alarm		
Unsecured door, window, or gate found		
Visible forced entry, broken glass, or damage found		
Smoke, fire, heat, or burning smell observed		
Water leak, flood, or unsafe condition observed		
Person on-site or suspicious activity observed		
Alarm panel trouble, low battery, or sensor issue		
Responder cannot access property		

Report Delivery and Authorization

Send incident reports to:		Report format preferred:	
After-hours approval contact:		Authorized by:	
Review date:		Signature:	

Important: This matrix is a planning tool. It should be reviewed with your alarm company, authorized property contacts, and any applicable local requirements. Emergency services should be contacted when there is evidence of an emergency or unsafe condition.