



TOWN OF HARTFORD

FIRE DEPARTMENT

Fire/Ambulance/Rescue

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Serving the Villages of Hartford * West Hartford * White River Junction * Wilder * Quechee



To: Area Real Estate Agencies and Property Maintenance Companies

From: Michael Bedard, Fire Marshal

Date: February 23, 2011

Re: Knox Box key box system in the Town of Hartford

The Hartford Fire Department would like to introduce you to a system designed to prevent property damage caused by firefighters who are simply doing their job. The **KNOX-BOX®** Rapid Entry System was specifically developed for fire departments. With one master key, the fire department can gain access to commercial and residential property. More than 9,000 fire departments nationwide use Knox® key boxes. This system has been utilized in Hartford for over 20 years however, we believe there are still many agencies with direct access to these homeowners that are not familiar with the Knox key boxes.

Many of your clients own property in the Town of Hartford with fire alarm systems that report to companies such as Tasco and ADT. These systems are designed to send alarms for a variety of reasons including smoke, fire, and carbon monoxide. Occasionally, they send alarms when a detector malfunctions, lack of maintenance, or when the system loses power. When the fire department receives these alarms they must be treated as an emergency until the alarm can be fully investigated or the emergency has been resolved. In some cases the fire department is forced to cause damage to the property while gaining access to the building where the alarm originated. In the case where the cause is a false alarm, the damage can be expensive and counterproductive to our goal of protecting property.

The KNOX-BOX® is a small, wall mounted key vault designed to aid firefighters in gaining immediate access. The KNOX-BOX® purchased by the property owner is keyed to a single master key controlled by the fire department. With the Knox System, the fire department does not have to wait for a property owner or representative to unlock the door in the middle of the night, and no forcing the door open to gain entry is necessary. The Knox Rapid Entry System reduces response time, property damage, and the liability for lost keys.

The Hartford Fire Department recommends the model 1650 KNOX-BOX® for most residential applications. It is one of the most commonly used models in the community. The 1650 KNOX-BOX® is small enough to be inconspicuously mounted near the primary entrance to the building yet large enough to hold the keys needed to gain entry into all areas of the property.



The boxes can be ordered online or you may obtain order forms directly through the Hartford Fire Department. For additional information you can go to www.knoxbox.com or call 1-800-552-5669. The Hartford Fire Department is asking for your help to promote the use of the KNOX-BOX® system in properties your clients own, especially those that are part-time residents. With your assistance, we can proactively reduce property damage. For those of you that are familiar with the system and already have the KNOX-BOX® system at some of your properties, we would also ask that you ensure that the keys in them are current and usable. Please feel free to forward this letter to clients you believe could benefit from this system and encourage them to contact us with any questions they may have. We would like to thank you in advance for assisting us in our endeavor to improve our services while cutting down on insurance claims from what we feel is an easily preventable situation.

Thank you.