



Richmond False Alarm Reduction Program Guidelines to Appeal

The Richmond Alarm Ordinance defines a false alarm as: *“any alarm signal communicated to the division of emergency communications which is not in response to an actual or threatened hazard. False alarms include negligently or accidentally activated signals; signals which are activated as the result of faulty, malfunctioning or improperly installed or maintained equipment; and signals which are purposefully activated to summon police and/or fire in nonemergency situations.”*

Appeal Process:

The Alarm User may appeal an assessment of a false alarm fine to the Emergency Communications Manager by setting forth in writing the reasons for the appeal within ten (10) days of the date of the notice sent. The appeal may be emailed to richmondva@alarm-billing.com or mailed to:

PO Box 759289 Baltimore, MD 21275-9289

The Emergency Communications Manager shall render a decision within ten days of receipt of appeal request.

Be sure to include the following:

- Your name
- Your email address (if applicable)
- The alarm location
- Date of the false alarm
- Your permit number
- Reasons for the appeal
- Any supporting evidence

Appeals are *not* generally granted as a result of the following:

1. Faulty, defective or malfunctioning equipment supplied by an alarm business.
2. Improper installation or maintenance by an alarm business.
3. Improper monitoring by an alarm business.
4. Alarm activations that occur while alarm technicians are repairing or servicing the alarm system.
5. An occurrence where no evidence of criminal activity, fire, or medical need is present.
6. Mistakes made by private contractors, maids, cleaning crews, visitors, etc.
7. Item(s) within the home or business that move causing motion detectors to activate (i.e. curtains, signs, balloons, etc.).
8. Doors and/or windows that become loose and cause a break in the contacts that activate the alarm system.
9. Caretakers who watch homes or businesses when owners are away and who activate the alarm in error or are not familiar with required codes or passwords.
10. Pets, rodents or wildlife movement in or near the home or business.
11. Alarms caused by Apartment Management Employees.

In the case of items 1 and 2 above, if you suspect the false alarm was due to faulty equipment or improper installation contact your alarm company. In such cases, the system should be inspected and repaired where necessary.

*** This list is only intended as a guide to assist you in deciding whether to appeal a false alarm or contact your alarm company for discussion. This list is not intended to cover every situation where an appeal may be denied.**