

## **CITY OF LIMA FALSE ALARM INFORMATION**

### **False Alarm Definition:**

An alarm signal which elicits a response by Fire or Police Units when a burglary, robbery or life-threatening emergency situation does not in fact exist, but does not include an alarm signal caused by conditions of nature such as tornadoes, earthquakes, or other violent conditions (disasters).

### **False Alarm Charges:**

1 <sup>st</sup> false alarm within 6 months period	No Charge
2 <sup>nd</sup> & 3 <sup>rd</sup> false alarm within 6 months period	\$25.00 each
4 <sup>th</sup> – 12 <sup>th</sup> false alarm within 6 months period	\$50.00 each
13 <sup>th</sup> or more false alarms within 6 months period	\$100.00 each

### **Appeal Procedure:**

1. Upon receipt of a false alarm billing, the alarm user may, within five (5) business days, submit a written Notice of Appeal by first class mail, setting forth the reasons why such billing is being contested. The alarm fee must accompany the written request for a hearing or the appeal will be denied. Appeals should be submitted to the City of Lima, Claims Advisory Board, 209 N. Main St., 6<sup>th</sup> floor, Lima, Ohio 45801.
2. Within thirty (30) days of receipt of evidence supporting the appeal, the City of Lima Claims Advisory Board shall, by first class mail, notify the appellant of its decision. The Claims Advisory Board may require that the billing be paid and/or the discount order be upheld. The Claims Advisory Board may also find that the conditions of this section have been complied with and may therefore, void the billing. If the billing is void, the alarm fee shall be returned to the alarm user.

### **Collection of Costs:**

If the owner of the alarm system fails to pay the cost of the alarms within thirty (30) days after being notified in writing of the amount thereof, the following shall apply:

1. The Director of Law is authorized to bring suit or to take other legal action to collect all such expenses or costs incurred by the City pursuant to this section.
2. Expenses shall include the cost of preparing and serving notices.
3. The notification of costs and expenses incurred by the Police Department may be made by ordinary mail addressed to the owner of the alarm system or the address of the business of the alarm system.

## What can YOU do to help reduce False Alarm Calls?

- Make sure you are comfortable with and knowledgeable of the system before use.
- Know how much time you have to arm and disarm your alarm system.
- Know your alarm system: Know how to cancel a false alarm call; know your alarm systems disarm/user code.
- Make sure everyone with a key to your home or business knows how to operate the alarm security system. Also, give them alarm codes.
- Make sure your alarm company contacts you each time the alarm goes off. Also, make sure the alarm company has current names and numbers for all contacts.
- If you have any questions about your alarm system, refer to the owner's manual or call the alarm company.
- Make sure the alarm system is set to "TEST" while being worked on.
- **Service and maintain your alarm system regularly. Update aging and outdated equipment including BATTERIES. Notify your alarm company immediately of any damage to your alarm system.**
- Before activating your alarm system, make sure that all doors and windows are securely latched.
- Check for drafts in rooms that have motion sensor areas. Fans, heaters, air conditioners or open windows can cause drafts.
- Do not leave any movable items in a room that has a motion sensor. Items include plants, curtains, balloons, holiday decorations, falling boxes or moving signs.
- Make sure your pets are not left loose in areas that have motion sensors.
- Keep motion detectors clear of insects and spider webs.
- In the event of a false alarm, find out what caused it and take steps to ensure it does not happen again.
- **TOP 6 REASONS FOR FALSE ALARMS ARE:**
  - No Contact (unable to be reached by company)
  - User Error (owner/visitors/workers)
  - Unsecured entries (doors and windows)
  - Weather (high winds and storms)
  - Equipment Failure (batteries/wiring)
  - Animals (motion sensors)