

# New Castle County False Alarm Reduction Program Guidelines to Appeal



The New Castle Alarm Ordinance defines a false alarm as: *“an alarm dispatch request to law enforcement authority, when no emergency or actual or threatened criminal activity requiring immediate response exists.”*

## **Appeal Process:**

The Alarm User may appeal an assessment of a false alarm fee to the Alarm Administrator by setting forth in writing the reasons for the appeal within thirty (30) days of the date of the notice sent. The appeal may be emailed to [newcastlede@publicsafetycorp.com](mailto:newcastlede@publicsafetycorp.com) or mailed to:

PO Box 8500-6512 Philadelphia, PA 19178-6512

The Alarm User will be notified in writing of the decision of the Alarm Administrator. If the request is denied, payment shall be due fifteen (15) days after the date of mailing of the notification.

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.**