

## **Guidelines to Appeals**

The Greenville Alarm Ordinance defines a false alarm as: "The activation of an alarm system for any reason other than a robbery or unauthorized entry, and a subsequent response by the Greenville Police Department to that alarm site".

### **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 twenty (20) days after the date of the notification of the assessment of civil penalty (ies) or other enforcement decision. Appeals will be heard through the administrative process.

You can mail your appeal to the address below:

**Greenville Police Department  
False Alarm Reduction Unit  
P O Box 7207  
Greenville, NC 27835-7207  
Fax # (252) 329-4594**

You may also e-mail your appeal to the following e-mail address:

**[alarms@greenvillenc.gov](mailto:alarms@greenvillenc.gov)**

If the alarm user chooses to appeal the Alarm Administrator's decision to the Chief of Police; the appeal must be provided to the Chief of Police, on a form provided by the city within (20) days from the date of the Alarm Administrator's ruling.

The Chief of Police will conduct a hearing and consider evidence presented and make a decision within 30 days.

**\*Appeals will NOT be granted for false alarms that are the 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 is present.
6. Mistakes made by private contractors, maids, cleaning crews, visitors, etc.
7. Items within the home or business that move causing motion detectors to activate (i.e. curtains, signs, balloons, etc.).
8. Glass break detectors which activate due to a noise or sound other than actual glass breakage.
9. Door and/or windows that become loose and cause a break in the contacts that activate the alarm system.
10. 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.
11. Pets, rodents or wildlife movement in or near the home or business.
12. 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.**