



## City of Owasso False Alarm Reduction Program

### Appeal Application

Instructions on completing an appeal are listed below. Please fill out the appeal application and send back to the City of Owasso - False Alarm Reduction Program. Please allow 5 business days for a response.

**Email to:** [alarm@cityofowasso.com](mailto:alarm@cityofowasso.com)

**Mail to:** City of Owasso - False Alarm Reduction Program  
P.O. Box 180 Owasso, OK 74055

**Phone:** 918-376-1500

The City of Owasso's Alarm Ordinance defines a false alarm as: *"any Alarm Response that is not triggered by criminal or suspicious activity. Alarms triggered by faulty equipment, human error, animals, etc. are all considered to be false alarms for the purposes of this section."*

#### **To appeal Alarm Administrators decision:**

The decision of the Alarm Administrator may be appealed to the City Manager.

#### **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.**

<b>Account Number:</b>	
<b>Name:</b>	
<b>Phone:</b>	
<b>Email:</b>	
<b>Alarm location address:</b>	<p>Street Address</p> <p>City State Zip</p>
<b>Date of false alarm:</b>	
<b>Select a Reason for the False Alarm:</b> * Please send supporting documents*	
	Faulty, defective or malfunctioning equipment supplied by an alarm business
	Improper installation or maintenance by an alarm business
	Alarm monitoring service error
	House maintenance issue
	Sold or moved residence or business
	Alarms caused by apartment management employees
	Weather related incident
	Pets, rodents or wildlife movement in or near the home or business
	Other
<b>Please explain why the fee(s) should be appealed.</b>	

**Signature**

**Date**