

Guidelines to Appeal

The City of Missouri City Alarm Ordinance defines a False Alarm as: “any alarm which was not the result of an emergency or threat of emergency or threat of emergency of the kind for which the alarm system was designed to give notice and as may be further defined by V.T.C.A., Local Government Code ch. 218, including a response to a burglar alarm system only if the city responded to the alarm notification within 30 minutes which the city then determines from an inspection of the premises was false.”

Appeal Process:

The Alarm User may appeal an assessment of a false alarm fee to the Department’s Review Board by setting forth in writing the reasons for the appeal within ten (10) days of the date of the notice sent by the Department.

- The Police Department shall set the matter for an appeal before the Department’s Review Board.
- The alarm user should submit relevant evidence regarding the alleged grounds for suspension or revocation or the imposition of false alarm fees with their written appeal.
- The Review Board shall notify the alarm user of their decision no later than two (2) weeks after the appeal has been received. The decision of the Review Board shall be final.

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 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. 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.**