



False Alarm Reduction Program



False Alarm Appeal Guidelines

Louisville Metro Codified Ordinance Chapter 127 defines a "**false alarm**" as any alarm signal that elicits a response by police personnel and for which there is no evidence of a criminal activity to justify a police response. Accordingly, if police respond and find no evidence of criminal activity, the alarm call will be cleared as a false alarm.

A "**false hold-up alarm**" is defined as a silent alarm signal generated by the manual activation of a device intended to signal a robbery in progress. Accordingly, if police arrive and find that there is not a robbery in progress, the alarm call will be cleared as a false hold-up alarm.

Appeals will not be granted for false alarms that are the result of:

1. Faulty, defective or malfunctioning equipment.
 2. Improper installation or maintenance by the alarm business.
 3. Improper monitoring by the monitoring company.
 4. An occurrence where no evidence of criminal or attempted criminal activity is present.
 5. Mistake made by owners, family members, employees, private contractors, maids, cleaning crews, caretakers, maintenance employees or apartment management employees.
 6. Alarm activations which occur while alarm technicians are repairing or servicing the alarm system.
 7. Items within the home or business which move and cause motion detectors to activate, (e.g. curtains, signs, balloons, pets/rodents/wildlife, etc.).
 8. Glass breakage detectors which activate due to noise/sound other than actual glass breakage.
 9. Door and/or windows that become loose and cause a break in the contacts which activate the alarm.
 10. Interruption of electrical power supply due to weather, unless outage is more than four (4) hours.
- **Appeals must be received within 7 days of notification of a false alarm.**
 - **Appeals must be accompanied by a police report or a dated photograph showing evidence of criminal or attempted criminal activity.**

This list is intended as a guide to assist you in deciding whether to appeal a false alarm or to contact your alarm company for discussion. This list is not intended to cover every situation where an appeal may be denied.

If you would like to appeal a warning/citation, please follow the instructions below:

1. Send a written request stating the grounds for your appeal to the address listed below.
2. These documents must be submitted **within 7 days** of first notification on a warning/citation notice.
3. Include supporting documentation to support your appeal (e.g. police report, photos).
4. You will be notified by mail of the decision made regarding your appeal.

Appealing to the Code Enforcement Board:

If your initial appeal is denied, you may appeal to the Code Enforcement Board at the address listed below **within 7 days** of notification that your appeal was denied. All appeals must be in writing and marked to the attention of the Code Enforcement Board.