



Sandy Springs False Alarm Reduction Program *Guidelines to Appeal*

The Sandy Springs Alarm Ordinance defines a False Alarm as: *“the activation of Alarm System to summon a Public Safety Department which occurs as a result of mechanical or electronic failure, malfunction, improper installation, or the negligence of the Alarm User, his/her employees or agents, unless the request for response was cancelled by the Alarm User or his/her agent before a Public Safety Department arrives at the alarm location. An alarm is false within the meaning of this ordinance when, upon inspection by a Public Safety Department, evidence indicates that no fire, medical emergency, unauthorized entry, robbery, or other such crime was committed, occurred or attempted in or on the Premises, which would have activated a properly functioning Alarm System. Notwithstanding the foregoing, a False Alarm shall not include an alarm, which can reasonably be determined to have been caused or activated by violent conditions of nature, nor does it include other extraordinary circumstances not reasonably subject to control by the Alarm User. In addition, an alarm activated during an Alarm System testing procedure shall not be considered a False Alarm if the Alarm User first notifies and receives permission from the Alarm User’s Alarm Company, or designee, to test the Alarm System. False Fire Alarm means a False Alarm to summon the Fire Department.”*

Appeal Process:

The Alarm User may appeal an assessment of a false alarm fine or permit suspension to the Alarm Administrator by setting forth in writing the reasons for the appeal within ten (10) days of the date of the notice sent. The appeal may be emailed to sandyspringsga@publicsafetycorp.com or mailed to:

PO Box 102117
Atlanta, GA 30368-2117

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

To appeal Alarm Administrators decision:

Please be advised that you have the right to appeal this decision to the respective Chief. The respective Chief shall have the final decision in the matter. Any notice of appeal must be in writing and filed within ten (10) days and mailed to:

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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.