



# False Alarm Prevention

## Information for Alarm Users

IT IS EVERYONE'S RESPONSIBILITY TO



FALSE ALARMS

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### Burglar Alarm Systems and Apartments

#### False Alarm Prevention and Security Tips for Apartment Dwellers



Many of today's apartment renters are using enhanced security systems to protect their dwellings from fires and intruders. In some apartment complexes, you may contract directly with the alarm company for your security system, but in other complexes, management may provide the security system for your unit.

Security systems that are not properly maintained and operated have the potential of triggering false alarms, which may result in the dispatch of armed police officers to your apartment. Some jurisdictions impose stiff fines for excessive false alarms. Here are some basic alarm user tips to help minimize false alarm activations.

#### What you need to know about your Burglar Alarm System

The more information you have on your alarm system and dispatch procedures, the less likely you are to have false alarms.

- Make sure that anyone who is allowed access to your security system is adequately trained in its operation, including how to cancel a false alarm activation with the alarm monitoring company.
- All occupants, tenants, roommates and maintenance staff who enter/exit an alarmed apartment must be provided with and know their code.
- Make sure you understand your monitoring company dispatch procedures for burglar, panic and fire alarms.
- Know how to cancel a false alarm activation by contacting your alarm monitoring company. This includes knowing the password you initially established with your alarm monitoring company. The purpose of the password is to identify you to the alarm monitoring company. It is different from your entry/exit code.
- If you need assistance on how to operate your alarm system, contact your alarm company or management company. They will be happy to show you how to use your system and will describe each zone and its location.
- DO NOT experiment with equipment without first notifying your alarm company to put your system in test mode. Notifying your alarm company first will avoid unnecessary dispatches and false alarm fees or fines.

#### Prior to Arming Your Alarm System, Follow these False Alarm Prevention Tips

- Lock all protected windows and doors.
- If your system utilizes motion detectors, keep all pets, balloons, fans, curtains, heaters and seasonal decorations away from all armed motion sensor areas.

#### Alarm System Maintenance

- Have your system serviced yearly to make sure it is functioning properly and to help avoid false activations.
- Regardless of whether you own or rent your apartment, if you feel your alarm system is not working properly, schedule service immediately.
  - Low batteries, trouble signals and faulty zones could hinder the functioning of your alarm system and should be serviced or replaced. Otherwise, these problems could result in unnecessary dispatches and the imposition of false alarm fees or fines.



#### Alarm Permits, Account Information and Contacts

- Ask your apartment manager or alarm company if you are required to register your alarm with your local jurisdiction and do so if required.
- If an alarm is triggered, your alarm monitoring company will need to contact you and the company will need your current

phone numbers. **Be sure to contact your alarm company and your jurisdiction with any changes to your account information and any changes to your contact list.**

As an occupant of an apartment complex with the security of a monitored alarm system, you are responsible for preventing false alarm activations. False alarms are costly and dangerous to those who respond, and you may be fined for causing them. Preventing false alarms will save you money!

