



False Alarm Reduction Program



False Alarm Appeal Guidelines

Louisville Metro Codified Ordinance Chapter 127 defines false alarms as:

- A **false burglar alarm** dispatch is defined as a request to the police department when the responding officer finds no evidence of a criminal or attempted criminal offense.
- A hold-up alarm dispatch is defined as a request to the police department on silent alarm signal activation to signal a robbery in progress. When the officer arrives on scene and there is not a robbery in progress it is a **false hold-up alarm**.

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

You may appeal to the Code Enforcement Board at the address listed below **within 7 days** of notification of a false burglar alarm or a false hold-up alarm. All appeals must be in writing. Send your written request to:

Code Enforcement Board
% False Alarm Reduction Program
701 West Ormsby Avenue, Suite 001
Louisville, KY 40203

1. Send a written request stating the grounds for your appeal to the above address.
2. Include documentation to support your appeal (i.e. police report, photos, evidence the problem has been fixed).
3. You will be notified by the Code Enforcement Board regarding the date of your hearing, or alternatively, the LMPD if your appeal is granted.
4. *By requesting a CEB hearing, you are requesting an in person hearing before the Board.*
5. If you choose **not** to appeal a notification, in approximately 30-45 days you will receive a Final Order of Determination from the Board stating that the alarm will be a part of your alarm history record for a period of 365 days.

Any person requesting a hearing who fails to appear at the time and place set for the hearing shall be deemed to have waived the right to a hearing to contest the citation and the determination that a violation was committed shall be final in accordance to LMCO Chapter (32.284 C).

Generally the Board does not grant appeals for the following circumstances:

1. An occurrence where there was no evidence of criminal or attempted criminal activity present, or there was not a hold-up in progress when the officer arrived on scene.
2. Faulty, defective or malfunctioning equipment.
3. Improper installation or maintenance by the alarm business.
4. Improper monitoring by the monitoring company.
5. Mistake made by owners, family members, employees, private contractors, maids, cleaning crews, caretakers, maintenance employees, 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, (i.e. 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 are loose or 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 (4) hours.

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.