



**East Brunswick False Alarm Reduction Program**  
PO Box 781766  
Philadelphia, PA 19178-1766  
Telephone: (855) 732-9025  
Fax: (877) 302-9820  
Email: [eastbrunswicknj@publicsafetycorp.com](mailto:eastbrunswicknj@publicsafetycorp.com)



The East Brunswick's Alarm Ordinance defines a false alarm as: *"The activation of an alarm system through mechanical or electronic failure, malfunction, improper installation or the negligence of the alarm user, his/her employees or agents, and signals activated to summon law enforcement personnel, unless law enforcement response was canceled by the alarm user or his/her agent before law enforcement personnel arrive at the alarm location. This also means a police department response to an alarm dispatch request by a commissioned officer of the department where, in the opinion of that officer, no evidence of the commission or attempted commission of a crime is present that can be reasonably attributed to have caused the alarm activation."*

### **Appeal Process:**

The Alarm User may appeal an assessment of a false alarm fine or permit suspension to the Business Administrator by setting forth in writing the reasons for the appeal within fifteen (15) days of the date of the notice sent. The appeal may be emailed to [eastbrunswicknj@publicsafetycorp.com](mailto:eastbrunswicknj@publicsafetycorp.com) or mailed to:

PO Box 781766

Philadelphia, PA 19178-1766

The Alarm User will be notified in writing of the decision of the Business 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 Business Administrator decision:**

The decision of the Business Administrator is 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, 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.**