

## Guidelines to Appeal

City of Maricopa • Alarm Administrator • 39675 W. Civic Center Plaza South, Maricopa, AZ 85138  
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The City of Maricopa 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 cancelled by the user’s Alarm Company before law enforcement personnel arrive at the alarm location. An alarm is false when upon inspection by the Maricopa Police Department, evidence indicates that no unauthorized entry, robbery, or other such crime was committed or attempted in or on the premises which would have activated a properly functioning Alarm System”.

### Appeal Process:

- The Alarm User may appeal an assessment of a false alarm fee to the Alarm Administrator.
- The appeal shall be filed in writing, using the False Alarm Appeal Form and additional documents as necessary, within ten (10) days of the original notification date.
- A separate False Alarm Appeal Form is required for each false alarm being appealed.
- The appeal(s) must be mailed or emailed to the Alarm Administrator at the above address.
- Any appeals received without the False Alarm Appeal Form, or after the ten (10) day appeal deadline will not be processed.

### Appeal Decisions:

- Consideration of alarm appeals is an administrative process as set forth in Section 10-4(h) of the Alarm Systems Ordinance.
- A letter with the appeal decision will be mailed to the Alarm User by the Alarm Administrator within (30) days of the Alarm User’s appeal date.
- If the appeal is granted, the civil penalty will be waived.
- If the appeal is denied, the civil penalty will be enforced and payment is required.

False alarm appeals will *not* be granted for several reasons, including, but not limited to, the following:

- Faulty, defective, or malfunctioning alarm system equipment supplied by an alarm company.
- Improper installation or maintenance of an alarm system by an alarm company.
- Improper monitoring of an alarm system by an alarm company.
- An incident where no evidence of criminal activity was committed.
- Errors made by any person who has a key or authorized access to your home.
- Unlocked, loose fitting or open doors and windows.
- House sitters, baby sitters, realtors, etc. who watch or have authorized access to homes or businesses and who activate an alarm system in error or are not aware of proper alarm codes and passwords.
- Pets, rodents, or nature movement in or near the home or business.