



# HAMILTON POLICE SERVICE

*Leading the Way Together*  
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## False Alarm Prevention

### Information for Alarm Users

IT IS EVERYONE'S  
RESPONSIBILITY TO



FALSE ALARMS

Provided as a Public Service by the False Alarm Reduction Association- [www.faraonline.org](http://www.faraonline.org)

## Burglar Alarm Systems and Apartments False Alarm Prevention and Security Tips



With modern technology providing for enhanced security systems, today's apartment renters are protecting their dwelling and their personal items from possible theft. Along with the new technology in security systems made possible today, many apartment complexes may provide the security system for your unit. With having the latest in security systems, comes the responsibility of the apartment dweller to prevent false alarm activations. Here are some basic alarm user tips that help minimize false alarm activations from your security system.

### The Function of your Burglar Alarm System:

- It is recommended that you test your system with your monitoring company periodically to make sure it is functioning properly.
- Regardless of whether you own or rent your apartment unit, if you feel your alarm system is not working properly, you need to have service scheduled immediately.
  - Low batteries, trouble signals and faulty zones could hinder the function of your alarm system and should be serviced or replaced. Otherwise, it could result in unnecessary dispatches and the imposition of false alarm fees.
  - When moving into a unit that has an alarm system, DO NOT experiment with equipment without first notifying your alarm company to put your system in test. Notifying your alarm company first will avoid any unnecessary dispatches and false alarm fees.
  - 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 also describe each zone and its location.
- Make sure you understand your monitoring company dispatch procedures for burglar, panic and fire alarms and never hesitate to contact them with questions.
- The more information you have on dispatch procedures and on your alarm system, the less likely you are to have false alarms.



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

- Lock all protected windows and doors.
- If your system utilizes a motion detector(s), always keep any pets, balloons, fans, curtains, heaters and seasonal decorations away from motion sensor areas.
- Know how to cancel the alarm if you have a false activation. This includes knowing the password you've established initially with your alarm monitoring company for the purpose of preventing a false dispatch.
- Make sure everyone allowed access to your security system is adequately trained in its operation, including how to cancel a false alarm activation(s) with your alarm monitoring company.
- Maintain contact with your alarm company and have your system serviced yearly to help avoid false activations. Excessive false activations may lead to fines being imposed by your local jurisdiction.
- **Make sure to contact your alarm company with any changes to your account information including any changes to your contact list.**

### Tips for College Students who Occupy Apartments with Alarm Systems:

- Always keep apartment management staff up-to-date on any information affecting those who occupy your unit.
- Usually all occupants/tenants/roommates needing passwords in order to enter or exit a monitored apartment unit must first obtain their password from apartment management staff.
- As an occupant of an apartment complex with the security of a monitored alarm system, you are responsible for preventing false activations. False activations can be dangerous to those who respond, and you may be fined for causing them. Preventing false alarms can save you money!

