



**City of Asheville
Police Department**
P.O. Box 935989
Atlanta, GA 31193-5939
(828)259-5870
www.ashevillenc.gov

Frequently Asked Questions

Why was a new alarm ordinance adopted?

To prevent unnecessary emergency response to false alarms, the City adopted an alarm ordinance to encourage all alarm users to maintain the mechanical reliability of, and to properly use their alarm equipment. Excessive false alarms cost the City thousands of dollars each year and take police officers and firefighters away from actual emergencies.

What constitutes a false alarm?

The City of Asheville's Alarm Ordinance defines a false alarm activation as: "means activation of an alarm by any means that elicits a response by a city emergency service when no situation requiring such a response does, in fact, exist. This includes accidental, avoidable, and unnecessary alarm activation due to user error, equipment malfunction, improper or unsuited equipment, but does not include alarm activation caused by violent conditions of nature or other extraordinary circumstances not reasonably subject to control by the alarm user or alarm business."

Who is required to register their alarm?

Everyone operating a monitored and non-monitored alarm system inside the City limits is required to register their alarm systems. Life alert systems are not included in registration requirements. Permits are active for one fiscal year (July 1-June30). Permits are nontransferable.

How do I register my alarm system?

Please complete the online registration form at www.crywolfservices.com/ashevillenc. You may also contact the False Alarm Reduction Program at (833) 981-4012 Monday through Friday 9 a.m. to 5 p.m. EST. Please note: Registrations are not considered to be complete until the registration fee has been paid. Payment made be made online or mailed to our offices.

What is the cost of an alarm account registration?

The initial cost of an alarm permit is \$25.00. Permits must be renewed annually. The cost of an alarm permit renewal is \$10.00.

What are the fines associated with false alarms?

Registered Police Alarms	
1 - 2	\$0.00
3 - 5	\$50.00
6 - 7	\$100.00
8 – 9	\$250.00

10+	\$500.00
Un-Registered Police Alarms	
1	\$0.00
2 +	\$100.00

Late fees are assessed when an invoice becomes 30 days delinquent, \$25 per invoice.

If I am assessed a fine/fee, can I pay online?

Yes, you can pay online at this website. You will need to use your account number as well as your password or invoice number. All payments are processed through a secured on-line payment system.

If I choose to pay my fine/fee by check, where do I send it?

The mailing address is:
City of Asheville
PO Box 935989
Atlanta, GA 31193-5939

Why is the address to send payment different from the City address?

The City has procured and authorized an outsourced company called CentralSquare Technologies to process account registrations, invoices and payments. All payments made via mail are transferred to a protected account at the City's financial institution.

If I disagree with an assessed fee, can I appeal?

Yes. The Alarm User may appeal an assessment of a false alarm fine to the Alarm Administrator by setting forth in writing the reasons for the appeal within ten (10) days of the notice date. The appeal may be either emailed to ashevillenc@alarm-billing.com or mailed to City of Asheville, PO Box 935989, Atlanta, GA 31193-5939. The appeal must be accompanied by a \$50.00 fee. The appeal fee will be refunded if the appeal is granted. The Alarm Administrator will render a decision in writing. Be sure to include the following with your appeal:

- Your name
- Your email address (if applicable)
- The alarm location
- Date of the false alarm
- Your account number
- Reasons for the appeal
- Any supporting evidence

If I disagree with the Alarm Administrator's appeal finding, can I appeal that decision?

The decision of the Alarm Administrator is final.

Can the Police Department suspend alarm response to my location?

Yes, the Police Department can place you on a revoked status if you fail to pay fines within 90 days and/or your location has 10 or more false alarms within a 365 day period. Non-response status does not include any alarm calls for which the

Police Department has received a verified response, meaning someone is reporting that an actual crime is/was in process at your location.

How do I reinstate a revoked permit?

If your account has been revoked, you will be required to pay all outstanding fees, pay the applicable reinstatement fee, and re-submit a permit application. The reinstatement fee is \$50.

I received duplicate alarm invoices at my address; what can I do?

If you received a duplicate alarm invoice, please contact the us at (833) 981-4012, Monday through Friday from 9 a.m. to 5 p.m. EST so we can delete the incorrect invoice(s).

Who can I call if I have additional questions or comments?

Call us at (833) 981-4012, Monday through Friday from 9 a.m. to 5 p.m. EST.