Delaware False Alarm Reduction Program

The Delaware alarm ordinance defines a false alarm as: *"a security dispatch request to a law enforcement authority, when no emergency of actual or threatened criminal activity requiring immediate response exists."*

Appeal Process:
The alarm user may request a hearing to contest the violation by setting forth in writing the reasons for the appeal within thirty (30) days of the date of the notice sent.

Be sure to include your name, the alarm location, date of the false alarm, your permit number, reasons for the appeal and any supporting evidence.

Mail your written appeal to:

Delaware False Alarm Reduction Program
Lockbox #7072
PO Box 8500
Philadelphia, Pennsylvania 19178-7072

An administrative hearing will be scheduled after receipt of the written notice of appeal. A decision will be rendered in writing.

To appeal an administrative decision:

Please be advised that you may elect to appeal an administrative decision to the Justice of the Peace Court.

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 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**.