

FALSE ALARM PREVENTION

What a joyous time the holiday season is...who thinks to worry about their alarm system? But some simple prevention can save you *hundreds of dollars* in false alarm fees. Here is a simple checklist to follow for your alarm system that will make your holidays happier.

- Are you and others who use the system fully educated on its proper operation?
- Does everyone with a key to your home or business know how to operate the security system?
- Have you eliminated possible causes of false alarms?
- Have you rehearsed alarm cancellation procedures with all who use the system to cancel accidental alarm activations?
- Do you communicate with your alarm company regularly, advising of schedule changes, problem areas, or maintenance needs?
- Do you have the security system instruction book and alarm company phone numbers readily available to easily cancel accidental alarm activations?



Remember the common causes of false alarms:

- 1) **Inadequate training** of people allowed access to your security system (children, neighbors, cleaning personnel, real estate agents, **guests**, **relative's**, **babysitters** service and **delivery personnel**, etc.)
- 2) Weak system batteries
- 3) Open, unlocked, or loose fitting doors and windows
- 4) Drafts from heaters and air conditioning systems that move **holiday decoration**, etc.

5) Wandering pets. If you have new additions or **guest critters** call the alarm company to adjust the motion sensors to the correct setting for the new pets around.

TIS THE SEASON!



Have guests come to visit? Hiring seasonal employees?

- Do train everyone who will be coming and going how to use your alarm system.
- Do give each person their own keypad code.
- Do call your alarm company and setup secret passwords for each individual so they can prevent a costly false alarm charge to you!
- Practice Practice Practice.

Hanging decorations in your home or business?

- Don't hang them where they can be seen by motion detectors.
- Don't hang decorations that can be blown around by the heating/cooling system.

Going out of town for the holidays?

- Do advise your alarm company that you'll be out of town.
- Do designate someone in town that can respond should your alarm go off.
- Do call your alarm company to make sure they have your updated contact information.

Every year, the Glendale Police Department sees an increase in false alarms over the holiday season.



**Glendale Police Department
Alarm Program**
6835 North 57th Drive
Glendale, AZ 85301

Alarm Hotline 623-930-2466
alarmcoordinator@glendaleaz.com

For more false alarm information visit: [www.glendaleaz.com/police select](http://www.glendaleaz.com/police_select) (Alarm Ordinance)

Alarm systems are designed to protect lives and property if they are installed, used, and maintained properly. When the alarm systems are not properly used or maintained, the number of calls for police dispatches increases. As police dispatches increase, the cost in taxpayer dollars also increases.

Working with the citizens of Glendale to increase the effectiveness of their alarm systems.

APPLY FOR ALARM PERMITS ONLINE!

<https://alarms.glendaleaz.com/default.aspx>