



City of Virginia Beach

DEPARTMENT OF POLICE
FALSE ALARM UNIT
(757) 385-1739
FAU@VBgov.com

Municipal Center
Building 11
2509 Princess Anne Road
Virginia Beach, VA 23456-9064

Alarm Registration Form

A NON-REFUNDABLE \$10.00 REGISTRATION FEE MUST BE SUBMITTED WITH EACH REGISTRATION FORM. **MAKE THE CHECK OR MONEY ORDER PAYABLE TO CITY OF VIRGINIA BEACH. MAIL COMPLETED FORM AND PAYMENT TO:**

**POLICE DEPARTMENT
SERVICES DIVISION
ATTN: FARU
2509 PRINCESS ANNE ROAD
VIRGINIA BEACH, VA 23456.**

PLEASE REFER TO THE BACK OF THIS FORM FOR FURTHER INSTRUCTIONS. **ALL INFORMATION ON THIS FORM IS CONFIDENTIAL.**

1. Alarm User Information (Alarm Location)

Last Name		First Name		Middle Initial
<input type="text"/>		<input type="text"/>		<input type="text"/>
Street Number	Street Name		Apt Suite	
<input type="text"/>	<input type="text"/>		<input type="text"/>	
Zip Code	Business Name		Business Employer Identification Number	
<input type="text"/>	<input type="text"/>		<input type="text"/>	
Alarm Location Phone Number	Cell Phone / Pager Number		E-Mail Address	
<input type="text"/>	<input type="text"/>		<input type="text"/>	

2. Mailing Address (If Different from the Alarm Location)

Street Number		Street Name		
<input type="text"/>		<input type="text"/>		
Apt/Suite/Room #	City/Town	State	Zip Code	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

3. Special Conditions (i.e., Hazardous Material(s), Watch Dog, Handicapped Persons, Alzheimer's Patient, Special Needs Child.)

<input type="text"/>

4. Alarm Company Information

Company Name		Phone Number	E-Mail/Web Address	
Johns Brothers Security		757-852-3300	info@johnsbrothers.com	
Street Number	Street Name		Apt/Suite/Room#	
1384	Ingleside Road		<input type="text"/>	
City/Town		State	Zip Code	
Norfolk		VA	23502	

5. Alarm Monitoring Service, If Different From Alarm Company

Company Name		Phone Number	E-Mail/Web Address	
SAME		<input type="text"/>	<input type="text"/>	
Street Number	Street Name		Apt/Suite/Room#	
<input type="text"/>	<input type="text"/>		<input type="text"/>	
City/Town		State	Zip Code	
<input type="text"/>		<input type="text"/>	<input type="text"/>	

Registration of an alarm system is not intended to, nor will it, create a contract, duty or obligation, either expressed or implied, of response. Any and all liability and consequential damage resulting from the failure to respond to a notification is hereby disclaimed and governmental immunity as provided by law is retained. By registering an alarm system the alarm user acknowledges that police response may be based on factors such as availability of police units, priority calls, weather conditions, traffic conditions, emergency situations and staffing.

6. Signature Line

Alarm User's Signature

Date

Instructions for Alarm Registration

This form is to be used to register systems. Failure to correctly and fully complete this registration form will delay your registration and may put the alarm site in a "No Response" status by the Police Department. The non-refundable registration fee is \$10.00. One fee per registration application is required. Make check payable to City of Virginia Beach. All information must be typed or printed neatly. This form is the property of City of Virginia Beach and may not be photocopied or duplicated in any way.

1. **Alarm User Information:** Indicate the complete name, address and both home and work phone numbers for the alarm user.
2. **Mailing Address:** Indicate the mailing address if different from the alarm location.
3. **Special Conditions:** Indicate any unusual circumstances that should be considered when responding to an alarm at the alarmed location, i.e., watch dogs, security guards, non-uniformed security, hazardous materials, weapons stored on site, etc.
4. **Alarm Company:** Indicate the name, phone number and fax number for the alarm company that sold, installed, repairs or maintains your alarm system.
5. **Monitoring Company:** Indicate the name, phone number and fax number for the alarm company that monitors your alarm system.
6. **Signature Line and Date:** This registration form must be signed by the owner of the alarm location.

**Return the completed form and the fee to the
Police Department
Services Division
Attn: FARU**

**2509 Princess Anne Road
Virginia Beach, VA 23456.**

If you need further assistance, please contact the False Alarm Reduction Unit at (757) 385-1739.

Summary of the Virginia Beach Alarm Ordinance

Sec. 27-5.1. Permits required for alarm systems using third-party alarm companies to notify police.

- a) Permit required: No person shall use an alarm system that relies on a third-party alarm company to notify the Police Department in the event the alarm is activated without first obtaining a permit to operate such a system from the Police Department. A ten-dollar (\$10.00) fee shall be charged for such a permit.
- b) Application: The permit application shall be submitted by the alarm user on a form obtained from the Police Department. For the purpose of this section, the "alarm user" is any person who is in physical possession of any premises where an installed alarm system is monitored by a third-party alarm company.
- c) Transfer of premises possession: Alarm permits are not transferable. Alarm permits issued by the Police Department shall expire when the alarm user, as identified on the alarm permit application, vacates possession of said premises. Any person in possession of said premises after the expiration of the alarm permit shall be required to obtain a new alarm permit.
- d) Reporting updated information: Whenever any information provided to the Police Department on the alarm permit application changes, the alarm user shall provide the updated information to the Police Department within 30 days.
- e) Multiple alarm systems or users: In the event an alarm user has one or more alarm systems protecting two or more separate structures that have either different addresses or tenants, a separate permit shall be required for each structure and/or tenant.
- f) Notice:
 - 1) All third-party alarm companies that notify the Police Department in event of an alarm activation on behalf of clients/subscribers located in the City, shall provide notice of the requirements of this section to all such clients/subscribers located in the City.
 - 2) After police provide a response to a third-party alarm company's call for service to a location where a person or persons in possession of such property has not obtained the required alarm permit, the Police Department will provide no further responses requested by a third-party company's call for service until the required permit is obtained.
- g) Effective dates:
 - 1) The provisions of subsections (a) through (e) shall take effect immediately.
 - 2) The provisions of subsection (f) shall take effect on January 1, 2009.

(City Code § 27-5.1)

Sec. 27-5. Service charge for false alarms to which police are required to respond.

There is hereby established a service charge of one hundred fifty dollars (\$150.00) to be paid by each residence after two false alarm calls within a twelve month period and for each false alarm call thereafter to which the police of the city are required to respond. That two hundred fifty dollars (\$250.00) is hereby charged to each business, industrial user for each false alarm caused by negligence to which the police of the city are required to respond after two false alarm calls within a twelve month period and each call thereafter. Such charge shall be payable to the City Treasurer.

(Ord. No. 983, 9-10-79; Ord. No. 3013, 5-13-08)

Failure to register, failure to pay false alarm response fees, or failure to have the alarm system in proper working order may result in a "No Response" status. Police units may not respond to third party monitoring requests for burglar alarm response until the location is in compliance with applicable codes.

City of Virginia Beach Alarm Ordinances

Sec. 23-9.1. Audible intruder alarms to be equipped with bell/siren cutoff.

- a) No person shall install, maintain, or operate, or cause to be installed, maintained, or operated, any intrusion alarm device or system which causes a siren, bell or other audible response to be sounded outside an enclosed building or other structure, unless such alarm device or system incorporates a functioning sound cutoff timer which shall automatically silence any audible signal after a period not exceeding ten (10) minutes in any location zoned for residential use, and fifteen (15) minutes in any other location. The provisions of this section shall become effective April 1, 1989.
- b) Any person violating this section shall be guilty of a Class 3 misdemeanor.
(Ord. No. 1817, 10-31-88)

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Sec. 27-5.1 Permits required.....continued

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 - 1) All third-party alarm companies that notify the Police Department in event of an alarm activation on behalf of clients/subscribers located in the City, shall provide notice of the requirements of this section to all such clients/subscribers located in the City.
 - 2) After police provide a response to a third-party alarm company's call for service to a location where a person or persons in possession of such property has not obtained the required alarm permit, the Police Department will provide no further responses requested by a third-party company's call for service until the required permit is obtained.
- g) Effective dates:
 - 1) The provisions of subsections (a) through (e) shall take effect immediately.
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(City Code § 27-5.1)



Virginia Beach Police Department False Alarm reduction Unit



False Alarm Reduction Frequently Asked Questions

What is considered a false alarm?

Any alarm call that is received by the Police Department, whether audible or silent, to which a responding officer finds was not caused by criminal activity.

I have had my burglar alarm for years, why do I have to get a permit now?

In 2008, the City of Virginia Beach updated its alarm Ordinances. All third-party monitored alarm system users need to obtain an alarm Permit/Registration.

I have not seen the city ordinances on alarms. Where can I view these ordinances?

The city ordinances can be viewed at;

www.vbgov.com/vgn.aspx?dept_list=c9dc54cf18ad9010VgnVCM100000870b640aRCRD

-or-

<http://www.municode.com/resources/gateway.asp?pid=101228&sid=46>

I have a medical and/or a fire alarm. Do I need to register my alarm?

No. An alarm registration is only for burglar alarm systems and robbery alarms.

How much are alarm registration fees?

There is a one time fee for registering your alarm. The cost of registration is \$10. This fee will be used to help recover the costs of maintaining the database and costs of educational materials for alarm owners.

Why should I register my alarm system?

Registration will provide the Police Department and responding Officers with up to date information for emergency contacts. We will know who to contact if we cannot reach you for any problems at your property.

Responding Officers will have access to emergency information that there may be some special needs at your location (medical problems, special needs children or senior citizens, hazardous materials, the list could go on and on.)

I do not have a monitored alarm system. Do I still need to register my alarm?

If you have an alarm system that is functional and is activated, we recommend registering your alarm with the Police Department. Having up to date information on emergency contacts assists us in notifying someone of a situation at that location.



Virginia Beach Police Department False Alarm reduction Unit



I moved into a new house and it has a security alarm system. The previous resident stated that he already has a permit/registration. Is the previous permit/registration valid for me?

No, permits/registrations are not transferable. The new resident must obtain a new permit/registration if the alarm system is going to be monitored by a security company.

Is there a penalty for failure to register an alarm system?

The Police Department will always respond to a citizen's request for service. However if an alarm owner fails to pay the fines and a monitoring company requests Police response, the Police may not send a unit to the property. Police will only respond if a citizen or owner is on scene and requests response.

How do I register my alarm system?

To register your alarm system, fill out an Alarm Permit/Registration Form; include a check or money order payable to the City of Virginia Beach. Mail or bring your Alarm Registration Form and payment to:

Virginia Beach Police Department
Police Services Division - Alarm Registration
2509 Princess Anne Road, Building 11
Virginia Beach, Virginia 23456

How many false alarms does the ordinance allow?

Alarm users are allowed to have two false alarms per year. After the first two false alarms, the fines are as follows:

Description	Fine
Third and subsequent false alarms	\$150 residential properties \$250 business / industrial properties

What happens if I change alarm companies?

If you change alarm companies, notify the Virginia Beach Police Department False Alarm Reduction Unit of the change and a new registration fee is not required.

Is there an appeal process?

This will be on a case by case basis depending on circumstances surrounding the false alarm; most false alarms will not qualify for an appeal.

Is there a waiver for non-profit agencies?

There are currently no waivers available to non-profit agencies.



Virginia Beach Police Department False Alarm reduction Unit



What can I do to reduce my opportunity for a false alarm call?

- Look for items that move within the view of your motion detectors (fans, heaters, hanging signs, seasonal decorations, plants, and pets). Move these items so that they do not cause false alarms.
- Ensure all doors and windows are locked and secure prior to setting the system.
- Service and maintain your system, including batteries & surge suppressors. If you believe the system is not working correctly, call immediately to get it serviced.
- Test your alarm system regularly. Be sure to notify your monitoring company first so that no request for police dispatch is made.
- Make sure anyone using or watching your property has the proper alarm codes and know how to use the alarm system.

Know what to do in the event of accidental alarm activations.

1. Don't panic, carefully enter your disarm code to reset the system.
2. Carefully follow the monitoring company's instructions on cancelling a false alarm.
3. Do Not leave until you have talked with your alarm company.

Where can I get more information?

Call the False Alarm Reduction Unit information line at (757) 385-1739.

Email your questions to FAU@VBgov.com.



Virginia Beach Police Department False Alarm Reduction Unit



STEPS TO REDUCE FALSE ALARMS

- Look for items that move within the view of your motion detectors (fans, heaters, hanging signs, seasonal decorations, balloons, plants, and pets). Move these items so that they do not cause false alarms.
- Ensure all doors and windows are locked and secure prior to setting the system.
- Ensure Doors and Windows fit snug in their frames and that the contacts are firmly in place.
- Know how to “bypass” (shut off) the motion detector when you are on the premises.
- Know how to bypass a malfunctioning zone until repair is completed.
- Service and maintain your system, including batteries & surge suppressors. If you believe the system is not working correctly, call immediately to get it serviced.
- Test your alarm system regularly. Be sure to notify your monitoring company first so that no request for police dispatch is made.
- Make sure anyone using or watching your property has the proper alarm codes and know how to use the alarm system.
- If you re-enter your premises because you have forgotten something, turn off the alarm & reset it when you leave again.
Do this even if you think it will be only a few seconds.
- Know what to do in the event of an accidental alarm activation.

First: Don't panic, carefully enter your disarm code to reset the system.

Second: Carefully follow the monitoring company's instructions on cancelling a false alarm.

Third: Do Not leave until you have talked with your alarm company.