



HOW TO REQUEST AN ALARM HEARING TO DISPUTE A FALSE ALARM PENALTY OR NON-PERMITTED PENALTY

Requests to dispute a false alarm penalty or non-permitted penalty must be received by the City of Houston within 30 days from the date of the false alarm or non-permitted penalty invoice. Failure to timely request an alarm hearing shall render the notice and imposition of penalties final. The permit holder must demonstrate by a preponderance of the evidence that the alarm was not false or generated by a non-permitted alarm system City of Houston Ordinance, Chapter 11, Sections 11-68(f) and 11-68(j).

INSTRUCTIONS TO REQUEST AN ALARM HEARING

1. **FILL OUT** the Alarm Hearing Request form found at www.houstonburglaralarmpermits.org under the Forms option.
2. **PROVIDE** a written statement on plain paper, personal stationery or if a business, on company letterhead.
 - Statement to dispute a false alarm penalty should be detailed and include the reason the alarm was true.
 - Statement to dispute a non-permitted penalty should include a valid permit number for the alarm system.
3. **GATHER** documentation (evidence) to support the written statement.
 - Documents to support a true alarm should include (if applicable): police report of the true incident, proof of ownership, or alarm history report directly relating to the false alarm incident and false alarm penalty.
 - Documents to support an alarm system was permitted should include a valid permit number, or other documents/reports.
 - False alarms generated because of the following will not waive or reduce the penalty: faulty alarm system, improper activation, installation, or maintenance issue, user error, motion causing items, loose doors or windows, no previous false alarms, and glass breaks other than actual glass breakage. The above is not an exhaustive list of every situation.
4. **OBTAIN** written authorization from permit holder if someone other than the permit holder is requesting the hearing.
5. **SUBMIT** by email, mail, or in person this completed form, written statement, all supporting documentation (evidence), and, if applicable, written authorization within 30 days from the date of the revocation invoice or denial notice.

Email: HoustonPermitHelp@houstontx.gov

Mail: City of Houston - ARA Burglar Alarm Administration, P.O. Box 1561 Houston, Texas 77251-1561

In-Person: Houston Permitting Center, 1002 Washington Avenue, Houston, Texas 77002.
Counter Service Hours Monday through Friday 8:00 a.m. to 4:00 p.m.

AFTER REQUIRED DOCUMENTS ARE SUBMITTED

- The Burglar Alarm Administration team will review all submitted documents and contact the individual named on the Alarm Hearing Request form to schedule a remote hearing. Remote hearings will be scheduled on Tuesdays or Thursdays.
- A letter with the remote hearing date, time and other details will be mailed and emailed to the permit holder and/or hearing requestor. If you are unable to accept the telephone call from the Municipal Courts Hearing Officer on the designated remote hearing day and time, please contact the Burglar Alarm Administration at 832-394-8802 as soon as possible to reschedule.
- 10 to 20 minutes will be allotted for the remote hearing at which time you should be prepared to present evidence specific to the status of the alarm permit. At the conclusion of the remote hearing, a final decision will be made, announced and a written decision will be provided. The Hearing Officer's decision is final.
- Fees and penalties assessed shall be paid within 15 days following the date the final decision is provided. Sec. 11-68(k). A collection fee of 30% will be added to each false alarm penalty if not paid by the 61st day after it is due.

For additional hearing information or assistance, please contact the Burglar Alarm Administration at 832-394-8802
1002 Washington Avenue, Houston, Texas 77002
www.houstonburglaralarmpermits.org



CITY OF HOUSTON ALARM HEARING REQUEST FORM

TO DISPUTE A FALSE ALARM PENALTY OR NON-PERMITTED PENALTY

Submit this completed form with all supporting documentation to the City of Houston no later than the **30th day** after the date of the false alarm or non-permitted penalty invoice to dispute a false alarm penalty or non-permitted penalty. The permit holder must demonstrate by a preponderance of the evidence that the alarm was not false or generated by a non-permitted alarm system. Failure to timely request an alarm hearing shall render the notice and imposition of penalties final Chapter 11, Section 11-68.

INSTRUCTIONS TO REQUEST AN ALARM HEARING

- FILL OUT** this Alarm Hearing Request form.
- PROVIDE** a written statement on plain paper, personal stationery or if a business, on company letterhead.
 - Statement to dispute a false alarm penalty should be detailed and include the reason the alarm was true.
 - Statement to dispute a non-permitted penalty should include a valid permit number for the alarm system.
- GATHER** documentation (evidence) to support the written statement.
 - Documents to support a true alarm should include (if applicable): police report of the true incident, proof of ownership, or alarm history report directly relating to the false alarm incident and false alarm penalty.
 - Documents to support an alarm system was permitted should include a valid permit number, or other documents/reports.
 - False alarms generated due to the following will not reduce or waive the penalty: faulty alarm system, improper activation and/or installation, maintenance issue, user error, unaware of alarm ordinance or permit requirement, motion causing items, loose doors or windows, no previous false alarms, and glass breaks other than actual glass breakage. The above is not an exhaustive list of every situation.
- OBTAIN** written authorization from permit holder if someone other than the permit holder is requesting the alarm hearing.

I am requesting an alarm hearing to dispute:

☐ False alarm penalty

☐ Non-permitted penalty

*(First and Last name of Permit Holder/Individual/Business Name)

*required fields

*(Contact Person required if a Business Permit Holder)

*(Permit Number)

*(Alarm Site Address)

*(City)

*(Zip 5-digit)

*(Telephone Number)

*(Alternate Telephone Number)

*(Invoice Number)

*(Email Address)

PLEASE NOTE: The Burglar Alarm Administration must receive the completed Alarm Hearing Request form, written statement, and supporting documentation by email, mail, or in person before a remote hearing is scheduled.

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OFFICE USE ONLY		Date Received:
Revoked Date:		Hearing Date:
Permit Expires:		Outstanding Balance:
Permit active <input type="checkbox"/>	Permit expired <input type="checkbox"/>	Need to reapply <input type="checkbox"/>
COH will send renewal Invoice <input type="checkbox"/>	COH will generate and mail renewal invoice <input type="checkbox"/>	Need to update <input type="checkbox"/>