



## HOW TO REQUEST AN ALARM HEARING

### TO DISPUTE A FALSE ALARM PENALTY OR NON-PERMITTED PENALTY

Requests to dispute a false alarm penalty, non-permitted penalty or an application denial 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 Code of Ordinances, Chapter 11, Chapter 11, Sections 11-68(f) and 11-68(j).*

#### Instructions to request an Alarm hearing

1. **FILL OUT** Alarm Hearing Request form found at [www.houstonburglaralarmpermits.org](http://www.houstonburglaralarmpermits.org) under Forms option.
2. **PROVIDE** written statement on plain paper, personal stationery or on company letterhead if a business.
  - Statement to dispute a false alarm penalty should include in detail why the alarm was true.
  - Statement to dispute a non-permitted penalty should include a valid permit number for alarm system.
3. **GATHER** documents (evidence) to support the written statement.
  - Documents to support a true alarm may include police report of true incident, ownership proof, or alarm report.
  - Documents to support an alarm system was permitted may include valid permit number, or other documents/reports.
  - False alarms generated as a result of the following will not waive or reduce the penalty: faulty alarm system, improper activation, installation, or maintenance, user error, motion causing items, loose doors or windows, 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.

**Submit by email, mail or in-person the completed Alarm Hearing request, written statement, all supporting documentation (evidence) and written authorization within 30 days from the date of the false alarm or non-permitted invoice.**

**Email:** [HoustonPermitHelp@houstontx.gov](mailto: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 Ave. Houston, Texas 77002

Counter Service Hours Monday through Friday 8:00 a.m. to 4:00 p.m.

Call 832-394-8802 to determine if an appointment is needed before you come to the Houston Permitting Center.

#### WHAT TO EXPECT AFTER REQUIRED DOCUMENTS ARE SUBMITTED?

- The Burglar Alarm Administration (BAA) will review the documents and contact the individual named on this form to schedule a hearing.
- A letter with the hearing date and time, location, and other details will be mailed and emailed to the permit holder.
- If you are unable to appear at the designated hearing date and time, please contact the BAA at 832-394-8802 as soon as possible to reschedule your hearing.
- 10 to 15 minutes will be allotted for the hearing at which time you should be prepared to present evidence specific to the status of the alarm permit. At the conclusion of the 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 61<sup>st</sup> day after it is due.
- Remote hearings are scheduled on Tuesdays and Thursdays for a 9:00 a.m. or 1:00 p.m. session.

**For additional information or assistance, please call the Burglar Alarm Administration at 832-394-8802**

Burglar Alarm Administration, 1002 Washington Avenue, Houston, Texas 77002

[www.houstonburglaralarmpermits.org](http://www.houstonburglaralarmpermits.org)



**CITY OF HOUSTON ALARM HEARING REQUEST FORM**  
TO DISPUTE A FALSE ALARM PENALTY OR NON-PERMITTED PENALTY

This completed form and all supporting documentation to dispute a false alarm penalty or non-permitted penalty must be received by the City of Houston no later than the 30<sup>th</sup> day after 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. Code of Ordinances, Chapter 11, Sections 11-68(f) and 11-68(j).

**Instructions to request an Alarm Hearing to dispute a false alarm or non-permitted alarm penalty**

- FILL OUT** City of Houston Alarm Hearing Request form found at [www.houstonburglaralarmpermits.org](http://www.houstonburglaralarmpermits.org) under Forms option.
- PROVIDE** written statement on plain paper, personal stationery or on company letterhead if a business.
  - o Statement to dispute a false alarm penalty should include in detail why the alarm was true.
  - o Statement to dispute a non-permitted penalty should include a valid permit number for alarm system.
- GATHER** documentation (evidence) to support the written statement.
  - o Documents to support an alarm was true may include police report of true incident, ownership documents, or alarm report.
  - o Documents to support an alarm system was permitted may include valid permit number, or other documents/reports.
  - o False alarms generated as a result of the following will not waive or reduce the penalty: faulty alarm system, improper activation, installation, or maintenance, user error, motion causing items, loose doors or windows, 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 (check one):  False alarm penalty  Non-permitted penalty

\*required fields

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

**Submit by email, mail or in-person this completed form, written statement, all supporting documentation (evidence) and written authorization no later than the 30<sup>th</sup> day after the date of the false alarm or non-permitted invoice.**

**Email:** [HoustonPermitHelp@houstontx.gov](mailto: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.

Please call 832-394-8802 to determine if an appointment is necessary before coming to the Houston Permitting Center.

*The Burglar Alarm Administration (BAA) will review the documents and contact the individual named on this form to schedule a hearing.*

**For additional information or assistance, please contact the Burglar Alarm Administration at 832-394-8802**

Burglar Alarm Administration  
1002 Washington Avenue, Houston, Texas 77002  
[www.houstonburglaralarmpermits.org](http://www.houstonburglaralarmpermits.org)

| OFFICE USE ONLY          |              |
|--------------------------|--------------|
| Date received            | CSR          |
| Request Complete/Missing |              |
| Hearing Date             | Hearing Time |