

***** PLEASE NOTE NEW MAILING ADDRESS *****

City of Southlake Department of Public Safety

Attn: Record Coordinator
2100 W. Southlake Blvd.
Southlake, TX 76092

For department use only

Expiration Date _____

Permit # _____

New Application **Renewal** **Update Information (no fee)**

Residential fee \$10.00 Commercial fee \$20.00 Apartment fee \$10.00 per unit

Check all that apply: Type Alarm: **Burglary** **Duress/Panic** **Fire** **Holdup** **Medical**

***** **Please Print. The application will be returned if not filled out completely.** *****

Alarm Location Information:

Name of Resident or Business Name at Alarm Location

Phone # at Alarm Location

Alarm Location Address (include suite number if applicable)

Permit Holder Information (Person responsible for responding to alarms and giving access to the alarm site and who is responsible for proper maintenance and operation of the alarm system and payment of fees.) The permit cannot be issued without ALL of the following information.

Permit Holder's Name (**List only 1 person**)

Business or Home Phone # (alternate # from Alarm Location)

Address

Date of Occupancy

Permit Holder's Drivers License # and State or Date of Birth

Pager &/or Mobile #

If Mailing Address is not the Alarm Location, provide complete Address, City, State & Zip Code (Note: All correspondence will be sent to this address.)

Emergency Contact Information (Additional person(s) who is able to respond to alarms to give access to the alarm site.)

#1 Name

Home Phone #

Business Phone #

Pager &/or Mobile #

#2 Name

Home Phone #

Business Phone #

Pager &/or Mobile #

Monitoring Company

Monitoring Company Name

Phone #

I have carefully read and completed the above application. By signing this application, I state that the information given is true to the best of my knowledge, and that I understand and agree to the provisions as set forth by City Ordinance No. 788. I accept responsibility for payment of all fees and fines that may result from the operation of the alarm system servicing the above premise. I have read the information provided on the back of this application.

I agree that I will respond or cause a representative to respond to the site of the alarm within 30 minutes when notified by the city to provide emergency personnel access, or to reset, or deactivate the alarm system.

Signature

Date

Mail completed application, permit fee and signed certificate to:
Southlake Department of Public Safety
Record Coordinator
2100 W. Southlake Blvd.
Southlake, TX 76092

For additional information or for assistance in completing this application, please call the Record Coordinator's Office at (817)748-8359

PREVENT FALSE ALARMS!!!

False alarms prevent police and firefighters from attending to real emergencies and waste our valuable police and fire resources as well as erode the effectiveness of alarm systems. Resolving and preventing false alarms is a joint responsibility of the alarm user and the alarm company. Identify the cause of every false alarm and contact your alarm company for alarm system maintenance and/or additional training in how to properly use the alarm system.

The alarm company that has a contract with you is required by Southlake City Ordinance #788 to train you in the proper use of the alarm system, as well as provide you with a complete set of written operating instructions for the alarm system. The company is also required to instruct you on how to avoid false alarms and provide you with guidelines on how to avoid false alarms. If your alarm company has not complied with these requirements, please telephone them immediately.

General Information:

False Alarm Dispatch means an Alarm Dispatch Request to the police, fire or Emergency Medical Services when the responding officer arrives within thirty (30) minutes of the alarm notification and determines from an inspection of the interior or exterior of the premises that the alarm was false, or , if the Alarm Dispatch Request was a medical alarm, when the responding officer finds no evidence of a medical emergency. An Alarm Dispatch Request which is canceled by the Alarm Business or the Alarm User prior to the time the responding officer reaches the Alarm Site shall not be considered a False Alarm Dispatch.

City of Southlake Ordinance #788 Section 15-212.

(d) - Upon receipt of a completed application form and the permit fee, the Alarm Administrator shall issue an alarm permit to an applicant unless the applicant has:

- (1) failed to pay a fine assessed under Section 15-223; or
- (2) had an alarm permit for the Alarm site suspended or revoked, and the violation causing the suspension or revocation has not been corrected; or
- (3) made a false statement of a material matter for the purpose of obtaining an alarm permit.

(g) - An alarm permit cannot be transferred to another Person. An Alarm User shall inform the Alarm Administrator of any change that alters any information listed on the permit application within five business days.

Section 15-215. Permit duration; renewal.

A permit holder must renew an alarm permit annually by submitting an updated application and a permit renewal fee to the Alarm Administrator. The Alarm Administrator shall notify each Alarm User of the need to renew at least 30 days prior to the expiration of this permit. It is the responsibility of the Alarm User to submit an application prior to the permit expiration date. Failure to renew will be classified as use of a non-permitted Alarm system.

Section 15-216. Alarm systems operation; maintenance.

(a) - An Alarm User shall:

- (1) maintain the premises and the Alarm System in a manner that will
 - (i) minimize or eliminate False Alarm Dispatches; and
 - (ii) ensure proper operation of the Alarm System.
- (2) respond or cause a representative to respond to the Alarm System's location within 30 minutes when notified by the city to deactivate a malfunctioning Alarm System, to provide access to the premises, or to provide security for the premises; and
- (3) not manually activate an alarm for any reason other than an occurrence of an event that the Alarm System was intended to report.

(b) - An Alarm User shall adjust the mechanism or cause the mechanism to be adjusted so that an alarm signal audible on the exterior of an Alarm site will sound for no longer than 10 minutes after being activated [or 15 minutes for systems operating under Underwriters Laboratories, Inc. standards 365 or 609].

(c) - An Alarm User shall have an Alarm Business inspect his Alarm System after three False Alarm Dispatches in a preceding twelve month period.

Section 15-228. Violations. Section 4.

ANY PERSON, FIRM OR CORPORATION WHO VIOLATES, DISOBEYS, OMMITS, NEGLECTS OR REFUSES TO COMPLY WITH OR WHO RESISTS THE ENFORCEMENT OF ANY OF THE PROVISIONS OF THIS ORDINANCE SHALL BE FINED NOT MORE THAN FIVE HUNDRED DOLLARS (\$500.00) FOR EACH OFFENSE. EACH DAY THAT A VIOLATION IS PERMITTED TO EXIST SHALL CONSTITUTE A SEPARATE OFFENSE.