



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;

<http://vbgovprod/government/departments/police/Documents/alarmord.pdf>

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.



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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.



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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.