

Regina Police Service

Acceptable grounds for appeal of an alarm Suspension Notice

- 1) **One or more of the incidents cited within the Suspension Notice was not a false alarm.** This means that there was a completed (or attempted) Break & Enter, or a completed act of Mischief at the alarm site at the time of the alarm event. There must be either a witness to the crime, or physical evidence to support any such claim. The crime must be reported to one of the police officers that attended to the alarm site in relation to the alarm incident. The officer will provide a police file number if, and only if, he or she is satisfied that a criminal act was the cause of the alarm signal and subsequent police response. This file number must be included within the appeal application.
- 2) **The monitoring alarm company had canceled one or more of the incidents cited within the Suspension Notice with Regina Police Service Communications Staff, before four minutes had elapsed from the time that the alarm incident was first entered to Regina Police Service computer systems.** The applicant should provide any supporting documentation available. All alarm incidents that are established with the Regina Police Service and are subsequently cancelled after four minutes are **false** alarms, unless they are later known to have been caused by a criminal act, as described in section one above.
- 3) **One or more of the incidents cited within the Suspension Notice was caused by the non-criminal act of someone performing any non-scheduled work to, or affecting, the alarm system.** An example of this would be a case where phone company workers performing some phone line or system repairs in the area caused a false alarm **and** the home or business owner had no advanced notice, or knowledge of, the repairs. All Alarms triggered by phone company employees performing scheduled (or known) work, which then affects the alarm system causing a false alarm, are **false** alarms and should not form part of any appeal. An example of this would be a case where the alarm owner or phone company scheduled an appointment to examine, repair, update or upgrade the alarm site's phone system (in any way) and a false alarm occurs as a result. Alarm owners are expected to advise their monitoring company when scheduled or known work (of any kind) is being done, where that work may accidentally activate the alarm system. Please note that alarms caused by a short-term power outage, lasting less than 12 hours, are considered **false** alarms. It is the responsibility of alarm owners to ensure that the alarm system's back-up batteries are at all times sufficient to keep the alarm system properly functioning during a power outage of less than 12 hours.

An alarm site Suspension Notice can be appealed when one or more of the above conditions has been met. If one of these conditions has not been met and the alarm owner and monitoring alarm company still wish to request Reinstatement of Police response to a Suspended alarm site, the monitoring alarm company should complete and submit a Reinstatement application. Neither of these forms can or should be submitted relating to a **Caution or Warning Notice**. If any of the above conditions have been met in relation to any incident cited within a Caution or Warning Notice either the alarm owner or the monitoring alarm company should contact the Regina Police Service Alarm Coordinator to discuss the circumstances and receive appropriate direction.

Either the Alarm Owner or the Monitoring Alarm Company may file an Appeal. In most cases Alarm Owners file an Appeal, this is because only the alarm owner can report a criminal act against the property and obtain the police file number necessary for filing the appeal. Alarm monitoring companies file a Reinstatement Request on behalf of the Alarm Owner; this is to ensure that the appropriate communication has taken place between the Alarm Owner and the Monitoring Alarm Company to allow for all existing false alarm problems to be fully addressed prior to the filing of the Reinstatement Request.

For further information about filing an Appeal or Reinstatement application please contact your alarm monitoring company or the Regina Police Service Alarm Coordinator at 777-8617.

