


Information for homeowners when listing a property for sale that has an alarm system.



As the owner of a property that is being listed for sale when that property includes an alarm system there are several issues that you should be aware of.

 Many communities fine alarm users for excessive false alarms where the police are sent and there is no obvious sign of criminal activity.

It is the responsibility of the alarm owner to insure that everyone who has access to the property is versed in how to use the alarm system, has the proper code to turn the alarm on or off and has the phone number, pass word and ability to call the alarm company to cancel the call if the alarm is accidentally activated.

To prevent problems it is **highly recommended** that as the owner of the property you contact your alarm company and advise them that your property is for sale and that Realtors will be entering and leaving the property at times when



you are not present. If you have a **cellular phone** you should give that number to the alarm company and inform them to not only call the premises but also call your cellular prior to dispatching the police.

Ask your alarm company if they will program what is called an "abort window" sometimes referred to as a "dialer delay" into the system and have them perform this. **NOTE-** *The "abort window" feature allows an authorized person to reenter the disarm code after the alarm has gone off and stop a signal from going to the alarm company. This protects you and the police from unnecessarily responding to your property.*

Seventy five percent of all false alarms are the result of user error. Most of these occur while turning the alarm on or off. Have your alarm company verify that you have sufficient delay times programmed to avoid creating a false alarm. Industry standards call for a 60 second exit delay and 30-45 second entry delay.

Today, many alarm systems can be programmed over the phone and it does not require a service call from the alarm company to change the programming.

Once your property is sold you could still be responsible for false alarms if you fail to notify the new home owner AND your alarm company that you no longer take responsibility for the alarm. If the new owner does not intend to use the alarm system it needs to be deactivated by a trained alarm technician. Furthermore, in the process of selling a property it is not unusual for the power to be turned off by the seller. If the power is not restored within three to four hours there will likely be a false alarm caused by the battery being fully discharged. This could result in a service call for the new owners and perhaps a false alarm fine.



On the reverse side of this page is a form you can complete and send to your alarm company. It will explain all of the above information.

BE A GOOD CITIZEN; A few minutes of planning on your part could save the police hours of wasted time.



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URGENT INFORMATION ABOUT MY ALARM SYSTEM

Your Name:

Your Address:

Your Account Number:

Your Home Phone:

Your Cellular Phone:

Additional Contact Persons and Numbers

Name

Phone

Name

Phone

Name

Phone

Dear Alarm Company:

I am a customer of your company and in the process of selling my home or business. I am concerned that false alarms may occur during this process due to Realtors entering and leaving the premises when I am not on site. If you have any provisions to address this issue please call me at the above referenced numbers.

It has been recommended to me that I employ at least one of the following remedies to prevent possible problems related to my alarm system. Could you please have someone call me to explain my options as they apply to your company?

1: As per the ANSI-CP-01 Standard for alarm panels please reprogram my alarm panel to include an abort window, commonly known as a dialer delay. The recommended abort window by the standard is 30 seconds.

3: As per ANSI -CP- 01 Standard for alarm control panels please reprogram my alarm panel to allow for a 60 second Exit Delay time and a 45 second Entry Delay time.

Upon the completed sale of my property what procedures do you or the local authorities require to insure that I am no longer responsible for problems with my alarm system?

Signed

Date
