

Alarms

Most Frequently Asked Questions

1102 Bob Bullock / P.O.Box 6548
Laredo, Texas 78042-6548
P: 956.727.6414
F: 956.727.6410

Director: Elizabeth Martinez, RTA
Tax Assessor Collector
Email: emartinez@ci.laredo.tx.us

Administrative Assistant: Liliana Villanueva
Email: lvillanuev@ci.laredo.tx.us

Hours of operation:
Mon thru Fri: 8am to 5pm

Q: Why do I have to register my alarm system?

A: Code or Ordinances Chapter 21 Article V requires all alarm systems to be registered with the City of Laredo. This includes all residential & commercial locations.

Q: What is the fee for registration?

A: The alarm permit fee is paid annually.

- **Residential (\$40.00)**
- **Residential Over 65 (\$25.00)** *This fee applies to permit holders who are over 65 years of age. They will need to provide government filed or issued documents supporting qualification (Ex. a copy of a State issued I.D. or Driver's License) which validates their proof of age and that the alarm site is their residence.*
- **Residential Exempt** *This exemption applies to permit holders who are over 65 years of age, veterans, or disabled; **and** whose household income falls within the U.S. Federal Poverty Guidelines. A copy of government filed or issued documents and address of alarm site must be provided. In addition, a victim who submits evidence of domestic violence within the previous 12 month; shall be exempt from the residential annual permit fee for that year.*

The 2015 Poverty Guidelines are noted below:

2015 POVERTY GUIDELINES	
PERSONS IN FAMILY HOUSEHOLD	POVERTY GUIDELINE
1	\$11,770
2	\$15,930
3	\$20,090
4	\$24,250
5	\$28,410
6	\$32,570
8 and more	Add \$4,160 for each person

- **Non-Residential (Commercial) (\$60.00)**
- **US Government Buildings Exempt** - Federal, State, County and City

Q: Where do I go to register my alarm system?

A: For alarm permit information & registration you need to inquire in the City of Laredo Tax Department office. Our office is located at City Hall Annex, 1102 Bob Bullock / PO Box 6548, Laredo, Texas 78042-6548. Contact person: Liliana Villanueva, Telephone (956) 727-6414.

Q: What is required to register my alarm?

A: An Alarm Permit Application, fee, and supporting qualification. Applications and required qualifications are available on the webpage. We ask that you also provide a valid Texas I.D. or a Texas Driver's License and two contacts (friends / relatives) that can be advised in case the alarm system is activated and you are not available. Please make sure you bring their address information and their telephone numbers. Also required is the name of the alarm company providing you with monitoring services and the type of system they installed.

Q: What happens if I don't register my alarm system or if I stop paying the annual fee?

A: Failure to register your alarm system or renew your alarm permit is considered a violation of Code or Ordinances Chapter 21 Article V and may result in being cited by the Laredo Police Department.

Q: Do I still need to register if I am not being monitored by an alarm company?

A: Alarms need to be registered as long as it is in use regardless of being monitored. This means that if there is a chance that the alarm might be activated, the police department dispatched will request your permit information. If no alarm permit information is provided, they may issue out a citation for failure to register your alarm system.

Q: What is a false call?

A: *False burglar alarm notification* means a burglar alarm notification to the police where the responding police officer finds no evidence of unauthorized intrusion or attempted unauthorized intrusion.

False fire alarm means a fire alarm notification to the fire department where department personnel find no evidence of fire or emergency.

False medical alert alarm means responding to emergency where emergency personnel find no medical emergency.

False robbery alarm notification means a robbery alarm notification to the police, when the responding police officer finds no evidence of a robbery.

Q: How many false calls are allowed before fees are assessed?

A:

NON-PERMITTED SITES		
An alarm subscriber, who is notified of a violation and does not obtain required permit within 30 days of notification, will be assessed the following fees for each alarm notification generated by a non-permitted alarm system, regardless of whether the alarm is false. Subscribers previously notified will be assessed fees without additional notification.		
	\$ 100.00	for each Burglary Alarm Notification
	\$ 200.00	for each Fire, Medical, or Robbery Panic Alarm Notification
PERMITTED SITES (Calls received within any 12-month permitted cycle)		
FALSE BURGLARY CALLS	\$ 0.00	each for the first three (3) calls
	\$ 50.00	each for the 4th & 5th calls
	\$ 75.00	each for the 6th & 7th calls
	\$ 100.00	each for the 8th and all subsequent calls
FALSE ROBBERY / MEDICAL PANIC CALL	\$ 0.00	for the first (1) call
	\$ 100.00	each for the 2nd and all subsequent calls
FALSE FIRE PANIC CALL	\$ 0.00	for the first (1) call
	\$ 100.00	each for the 2nd and all subsequent calls

Q: Will you send me a bill/statement as a reminder of the renewal annual alarm permit fee?

A: Yes. The annual charge will always fall on the same month that you originally registered. Bills are processed at the end of the month.

Q: If I cancel my account with my alarm company will my alarm permit account automatically be closed?

A: No, it is the responsibility of the permit holder. As soon as your alarm is disconnected and can no longer be activated, it is your responsibility to contact the City of Laredo Tax Department. A cancellation form will need to be filled out and signed. No cancellations can be done over the phone. All transactions must be done in person or in writing since the customer's signature is required. Customers can also notify us on back of bill of any changes to account (disconnections, no longer being owners of location, business being closed, etc) by simply returning signed bill and stating status of account.