

# ALARM RECEIVING STATION INSTRUCTIONS

Attached is the Customer Information Sheet that needs to be completed for those residents who would like the Bloomfield Hills Public Safety Department to monitor their digital alarm signals. It is very important that all the information requested on the form be filled out. When you have completed the form contact the Public Safety Department (248) 644-4200 and arrange a time to return the form and obtain an account number. After you've been assigned an account number you will be given the instructions for your alarm vendor to connect you to our receiver.

Please remember that the City of Bloomfield Hills has an ordinance that governs alarm systems. After three false alarms the Chief will send a courtesy letter advising you of a possible problem, after five false alarms the Chief will send an ordinance mandated letter informing you that you're one away from being invoiced and after six false alarms you will be invoiced for \$100 per false alarm.

Any questions please feel free to call the Department (248) 644-4200 and speak with a Communications Specialist or the Chief.

## INSTRUCTIONS:

1. Fill in your complete name, address, and home telephone number on the top of the information sheet.
2. Sec. A. List the names and phone numbers of persons who we can contact in the event of an emergency at your home when you are not there.
3. Sec. B. List the name of the alarm company responsible for installing and maintaining your alarm system. Also include their phone number and the date the alarm system was last tested.
4. Sec. C. Mark an "X" on the type of signal we will be receiving from your system. They must correspond with the channel numbers listed for each one. Example: A fire alarm must come into us on channel # 1, and a burglar alarm must come in on channel # 3. Only the types listed will be monitored.
5. Sec. D. Indicate if we are holding keys to your home.
6. Sec. E. If the above answer is Yes, then indicate what doors the keys will open.
7. Sec. F. Indicate if there are animals in the house that we should know about, please indicate in the comments section what they are.

Date: \_\_\_/\_\_\_/\_\_\_

Account# \_\_\_\_\_

**BLOOMFIELD HILLS**  
**Customer Information Sheet**  
**For Alarm Receiving Signals**

Customer: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: (\_\_\_\_\_) \_\_\_\_\_

A. CALL LIST

	Name	Area Code	Phone Number
1.	_____	(_____) _____	_____
2.	_____	(_____) _____	_____
3.	_____	(_____) _____	_____
4.	_____	(_____) _____	_____

B. INSTALLING ALARM COMPANY \_\_\_\_\_

PHONE (\_\_\_\_\_) \_\_\_\_\_ DATE TESTED \_\_\_/\_\_\_/\_\_\_

C. TYPE OF SIGNAL TO RECEIVE (PLEASE CHECK)

- 1. \_\_\_\_\_ FIRE ALARM
- 2. \_\_\_\_\_ PANIC ALARM
- 3. \_\_\_\_\_ BURGLAR ALARM

D. KEYS FOR HOME ON FILE \_\_\_\_\_ YES \_\_\_\_\_ NO

E. WHAT DOOR DOES KEY OPEN? \_\_\_\_\_

F. ANIMALS IN HOUSE? \_\_\_\_\_ YES \_\_\_\_\_ NO

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_