



Become Informed

Please read this important message regarding False Alarm Ordinances

Horry County Government implemented a False Alarm ordinance on February 1, 2011. Under this ordinance a monitored residence or business will be allowed up to two false alarm responses within a year. The 12 month period utilized by the county to determine violations begins on the date of the first false alarm. Third and subsequent false alarms within this specified time period may result in a \$200 fee.

For the third false alarm the alarm user will receive a summons to appear and resolve the matter in court. If the cause of the false alarm is a malfunctioning system, the county ordinance states:

“Evidence of repair accepted in lieu of fee. An alarm user may submit, within ten (10) days of the date of notification of an infraction, evidence that a malfunctioning system has been repaired, or that appropriate and sufficient steps have been taken otherwise to eliminate the incidents of false alarms, e.g., evidence such as a receipt from a licensed alarm business with a statement of repairs made to the system. If such evidence is satisfactory to the county, the county may request that the court dismiss the charge.”

To learn more or for a copy of the Horry County ordinance please visit www.police.horrycounty.org and search for “false alarm” in the search bar. For information regarding the details of the ordinance contact the False Alarm clerk for Horry County Police Department at 843-915-8337.

How can HTC Security help you reduce false alarms?

Add HTC Security to Your Phone Contacts

In order to ensure that you do not miss important HTC Security phone calls, please be sure to add **1-800-475-3331** to your phone contacts as “**HTC Security**”. This simple step will provide the assurance that you can easily recognize and answer your security calls and reduce the instances of false alarms.

Verify Your Contact Names/Numbers

To help reduce false alarms HTC provides Enhanced Call Verification on all accounts. Enhanced Call Verification attempts to verify alarm activation by making a minimum of two phone calls to two different numbers prior to dispatching law enforcement. Contact a member of the HTC Security Customer Support Team at 843-369-7803 and make sure your contact names and numbers are current. We also recommend you have a minimum of two contact names on your list. National statistics have shown that over 70% of all false alarms occur as a result of improper disarming and entry. Enhanced Call Verification has been shown to reduce false alarms by more than 50%.