



## Castle Pines Village Residential Alarm System Requirements and Options

**Connecting your residential alarm system to Castle Pines Emergency Services is a resident responsibility and a requirement of the CPHA covenants for the protection of your property as well as the protection of your neighbors and the Village overall.**

Emergency Services monitors and responds to all alarms at residences in the Village, which typically includes fire, burglar, medical, panic, low temperature, low battery and fire sprinkler systems. Many residences have more features such as carbon monoxide or water alarms installed.

Your monthly CPHA dues include alarm monitoring service by Emergency Services and there is no additional charge from CPHA for this service. Even if the home is unoccupied, the homeowner is required by CPHA Rules and Regulations to maintain the alarm system.

Options for connecting your alarm to Emergency Services may be achieved in several ways. A traditional phone line is usually used however; the trend in home communication is moving away from traditional landlines and moving to cellular-only households. If you do not anticipate having a phone line or considering eliminating your phone line, be aware that the loss of your traditional landline eliminates ES from receiving an alarm from your system. Even Voice over Internet phone service (such as Comcast) is less reliable and can cause an interruption in the connection between your alarm system and ES. Phone services such as Magic Jack and Vonage will not work. Outside alarm monitoring companies are not authorized.

In addition to a traditional phone line, residents may also connect their alarm systems to ES by Radio Transmitter or Cellular Alarm Transmitter. These two options are offered through several alarm companies that operate in the Village, to include **iWired** and **Integrated Systems**. Both of these options would require the cost of an alarm technician installing the device on your alarm system and would also require a monthly service fee, which typically is less than a phone line.

Emergency Services monitors and verifies that residents are connected to our alarm monitoring system. Failure to connect to the system may result in the matter being forwarded to the Enforcement Committee, which may impose fines and penalties for failure to comply with this requirement.

Should you have any questions, please contact Emily Ostby, ES Administrator, at 303-952-0924.