

## COMMUNITY ASSOCIATION SERVICE CENTER NEWSLETTER

JUNE 2010

### SECURITY SYSTEMS AND HURRICANES



We all hope that a hurricane does not reach South Florida, but being informed can help avoid confusion if one does come our way. Devcon Security's monitoring center operates 24/7/365 and will be fully staffed and operating throughout the season and throughout every storm. Housed in a concrete building rated to withstand a category five hurricane, our monitoring center is supported with triple redundancy, three large commercial generators, and sonet ring technology.

Your security system communicates over a traditional telephone line or cable (if you have digital voice over cable). If phone service is interrupted, your system will not be able to communicate with our monitoring center. Your system will still sound locally if an alarm is triggered but the monitoring center will not receive a signal. If your system has a cellular transmitter the monitoring center will receive a signal as long as cellular service remains.

Your system is powered by electricity and has a battery backup that can work up to 24 hours, depending on the number of devices connected to your system. If your system loses power, the battery backup will automatically take over. When the battery begins to get low, the system will emit a periodic beeping sound and a "low battery" message will appear on your keypad. If the beeping becomes more frequent, it may be necessary to input your "code and off" into the keypad from time to time or follow the procedure that you normally use to disarm your panel. Your display may also read "FC" (failure to communicate) or beep if you lose your telephone service. Use the same procedure to eliminate any beeping. If your power is off for more than 24 hours, your system will stop working. Once power is restored, the battery will automatically recharge. It may take a few days for the "low battery" message to leave your keypad and the battery to fully charge. In rare instances, your alarm may sound when power is restored. Simply input your "code and off" to silence your alarm.

Keep in mind that during a storm, the police, EMS, and other authorities will not dispatch personnel. Therefore, if we receive your alarm, the authorities may not respond if they deem conditions to be too dangerous.

#### **Here are some things you can do to prepare your security system this season:**

- ✔ Test your alarm to make sure that all door contacts, window contacts, and motion detectors are functional.
- ✔ Assess your system to determine if you have adequate coverage. Upgrades available include monitored fire protection, flood sensors, electrical surge protection, and monitored carbon monoxide detectors. A carbon monoxide detector is especially important if you run a gas powered generator near your home. (Always run generators outside your home and away from doors and windows.)

**Call our *Community Association Service Center* at **800-878-7806** to test & verify the signal transmission to our Central Station or to discuss the upgrades available for your system.**

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**Please share this information with board members & community residents!**

## WELCOME TO THE DEVCON FAMILY!



Devcon Security is extremely happy to welcome **Quail Ridge Property Owners Association in Boynton Beach** and **Johns Lake Point Homeowners Association in Orlando** to the Devcon Family. At Devcon Security, we will always work to exceed your expectations. We take great pride in our caring attitude and commitment to service and look forward to establishing a long and meaningful relationship with you. It is a privilege to be of service to these impressive communities!

## 2010 FLORIDA COMMUNITIES OF EXCELLENCE AWARD



The Florida Communities of Excellence Awards is the first and only independently-judged state-wide program that recognizes innovative solutions to challenges facing condominium and homeowner associations. The Awards spotlight the positive and productive initiatives taking place in community associations throughout Florida.

Communities were judged separately in each of nine categories. Among the six finalists vying for the Excellence Award in the category of Disaster Preparedness were Tuscany Bay HOA and Majestic Isles Association — both Devcon communities! And the winner was TUSCANY BAY HOA! Tuscany Bay's Emergency Response Team has been certified since 2006 and receives continuing education. Their emergency plan is coordinated with outside agencies and addresses hurricanes, tornados, floods, fires and pandemic flu.

Congratulations to both communities for your commitment to providing excellence to your home owners! We could not be happier for you or more proud to have you in our Devcon family!

## ALARM PERMIT REMINDER



To reduce false alarms and improve efficient operations, many cities and counties require monitored alarm users to register their system and obtain an Alarm User's Permit. **In Palm Beach County, specifically, the Sheriff's Office will not dispatch without an active alarm permit number on file with the alarm company.** Other municipalities levy fines against home owners who do not have the requisite permits.

It is the responsibility of each individual home owner to obtain an alarm user permit if needed. Home owners must also notify Devcon of their permit number by calling the **Community Association Service Center** at **800-878-7806**. We can provide you with permit applications if needed.

## SECURITY TIPS

**Devcon Security is concerned for your safety and the protection of your family, home, and valuables. These security tips may help decrease the likelihood of being burglarized.**

- Test your monitored alarm system monthly. Ensure that everyone in the home is familiar with the alarm operation, activation, panic button, deactivation, etc.
- Do not leave garage doors open. Keep doors and windows closed and locked. Burglars look for signs that you're home and if items like flat screen TVs or computers are easily accessible. They may drive through your neighborhood at night just to pick their targets. Close your blinds and curtains at night and when you are away from home.
- Use outdoor lighting — motion lights are an inexpensive deterrent.
- Make sure that your security system provides adequate protection including motion detectors, glass break detectors, and monitored smoke & heat detectors.
- Do not announce your vacation on your Facebook, MySpace, Twitter, or social websites.
- Always arm your system whether at home or away.
- Display your Devcon Security yard sign.



**Devcon—Protecting The Things That Can't Be Replaced**

## FIRE DETECTION



Effective fire protection is all about performance: you demand products that perform under all circumstances, and you expect the team that monitors your home or business to perform with expertise and professionalism.

That's why so many community associations, home owners, and business owners trust Devcon. Our professional staff can customize a UL-approved alarm system for your environment, with technology by Honeywell, monitoring from our 5 Diamond Certified Central Station and service by our factory-trained FASA/BASA licensed technicians.

In your home, Devcon will place and monitor advanced-sensitivity smoke detectors. This minimizes inadvertent responses to nuisances like cooking fumes while maximizing early responses to legitimate danger. Once smoke is detected, your Devcon security control panel will notify our monitoring center, which will alert the fire department. We also offer carbon monoxide detectors to provide extremely sensitive and extremely critical protection against a genuinely deadly threat.

In your business or community-owned common areas (ie: Clubhouses, Fitness Centers, etc), Devcon Security will help you meet the Life Safety Codes required for commercial operations. Devcon provides a complete suite of solutions, including smoke detection, heat detection and manual pull stations. We monitor all functions of a fire alarm including: sprinkler monitoring, HVAC fans, dampers, range hood suppression systems, elevators, door holders and more. For a more advanced solution, voice evacuation systems can be incorporated where required.

### ATTN: CAMS & PROPERTY MANAGERS



At Devcon Security, we are constantly auditing our accounts and updating our database with information provided by you or your residents. Having the latest copy of your community roster to compare with our database helps ensure that the most up-to-date and accurate information is on file for your home owners. Please email your roster to Bari Siegall ([bsiegall@devcon-security.com](mailto:bsiegall@devcon-security.com)), preferably in Excel format. With your authorization we will be happy to mail a letter, sticker and magnet to each home owner informing them about the services available from Devcon as a benefit of living in your community and encouraging them to update their contact information.

## COMMUNICATION AND YOUR SECURITY SYSTEM

Both security and fire monitoring systems are dependent on a means of communication to send signals to the Devcon monitoring center. Most security systems are compatible with AT&T landlines, AT&T U-Verse, Comcast Digital Voice, or Cellular Transmitters for transmission of alarm signals. Fire systems are normally restricted to traditional landlines or a UL-rated Cellular Transmitter. Changing to an incompatible provider may result in an interruption in services provided.

Please call Devcon's **Community Association Service Center** at **800-878-7806** to discuss any changes to your system's means of communication before changing service. Always have the telephone technician test your alarm system with Devcon before leaving your home.

## RETIRING OLD GLORY

When the United States flag (Old Glory) becomes worn, torn, faded or badly soiled, it is time to replace it with a new flag, and the old flag should be "retired" with all the dignity and respect befitting our nation's flag. The traditional method of retirement is to incinerate the flag, but this does not mean that one should simply drop the entire flag (intact) into a fire. The Boy Scouts of America have special ceremonies to honor flags ready for retirement. Jeff Kozdron, our Operations Manager, oversees this ceremony regularly as Cub Master for Cub Scout Pack 172 in Hollywood-Pembroke Pines. If you have a flag needing retirement and wish to have it honored by Jeff's Cub Scouts, please call Bari Siegall at **Community Association Service Center** number **800-878-7806** to make arrangements. There are no costs involved -- the Boy Scouts of America are happy to perform this service!





3880 North 28th Terrace  
 Hollywood, FL 33020  
 Phone: 800-878-7806  
 Fax: 954-926-1809

License EF20000763

**WE'RE ON THE WEB!**

[WWW.DEVCON-SECURITY.COM](http://WWW.DEVCON-SECURITY.COM)

Residents can view alarm activity and update contact information online! Visit our secure website to obtain operation manuals, view alarm activity, or update emergency contact information today.

Articles in this newsletter are also available in electronic format for association newsletters, websites, and CCTV broadcasts.

## DEVCON IN THE COMMUNITY

Devcon Security Services is the premier provider of security services with offices throughout Florida as well as in the greater New York metropolitan area. In addition to providing services, Devcon Security is proud to have supported the following charities over the past year through our community associations: Susan G Komen for the Cure, Boca West Cancer Research Unit, Greater Boca Raton Cancer Unit, South Florida Veterans Multi Purpose Center, Wycliffe Charities Foundation, Jewish Federation of South Palm Beach County, JAFCO, and the Boston College Eagles Little League baseball team (through the Pasadena Lakes Optimist Club of Hollywood). We thank these organizations for their important work and humanitarian efforts!

### Florida's Leader in Security

Burglary · Fire · Video · Access Control · Medical



### **Security Reminder: Lock your doors and set your alarm!**

According to statistics, the rate of residential burglaries is up. In the majority of burglaries, the resident did not even have their security system armed. **Always remember to set your alarm whether you are at home or away!**

## IMPORTANT DEVCON SECURITY CONTACTS

**Community Association Service Center**  
 for Customer Care, Service and Sales  
 800-878-7806

**Monitoring Center (24 Hours)**  
 to cancel an alarm  
 800-226-2351

**Janett McMillan**  
 Director of Sales & Marketing

**Joe Belch**  
 General Manager

**Bari Siegall**  
 Community Association Liaison

**Patrick Gibson**  
 Sales & Marketing Coordinator

**Casey Gamel**  
 Community Association Account Executive

**Technical Support (8am—7pm)**  
 you must provide your password to test your system



### MISSION STATEMENT:

**TO PROVIDE THE HIGHEST QUALITY PRODUCTS AND SERVICES CONSISTENT WITH EACH CUSTOMER'S SPECIFIC NEEDS AND REQUIREMENTS**

**Please share this information with board members & community residents!**