



Community
Association
Program

COMMUNITY ASSOCIATION PROGRAM NEWSLETTER

SPRING 2017

SECURITY TIPS TO HELP YOU AND YOUR FAMILY STAY SAFE

Life extends beyond the walls of your home. That's why ADT provides safety tips and resources to help keep your family safe both inside and outside the home. Keeping you and your family safety is a big deal. Sometimes the little changes you make add up to a big difference.

HOME SECURITY TIPS

We've collected these 10 residential security tips to help every member of the family feel safe and secure:



1. Inspect smoke and carbon monoxide detectors for dust and lint build up that can hinder sensors. Monitored smoke and carbon monoxide detectors work even when your system is disarmed.
2. To help prevent tipping off burglars, turn down the volume of telephones and answering machines so burglars can't hear when there isn't an answer indicating no one is home. Keep curtains and blinds closed to prevent view of your keypad.
3. Never leave notes on your door for service people or visitors when you are not home. It's a signal to burglars that the home is empty.
4. Do not use indoor extension cords outdoors. A safe outdoor cord will read "Suitable for Use with Outdoor Appliances." Inside your home, never cover an extension cord with a rug or try to hide it under a carpet.
5. If your power goes out, a full freezer can hold food safely for up to 48 hours.
6. Never attempt to charge non-rechargeable batteries. Attempting to recharge non-rechargeable batteries could cause the batteries to explode.
7. Visual deterrents like ADT yard signs are very effective. Other posted signs with warnings like "Beware of Dog" or "Security Cameras in Use" may also be effective.
8. When traveling, let a trusted neighbor know you are going out of town and stop newspapers and mail delivery.
9. Don't post pictures of your vacation on social media until after you return home.
- 10. Always use your security system. Use your system whether you are at home or away. In most burglaries, the security system was not armed or did not have adequate protection.**

CONGRATULATIONS TO THE 2017 MANAGER OF THE YEAR FINALISTS



We are pleased to congratulate all of the finalists in the prestigious "National Manager of the Year" contest. We are extremely proud of the Stage I Finalists who manage the communities that are members of our ADT Community Association Family. We work with these amazing managers on a regular basis and know what an incredible job they do. We're very happy that they received national recognition for their hard work, dedication and achievements. *The winners will be announced at the Community Association Institute national conference in May.*

The National "Manager of the Year" Contest is a unique program designed to recognize and reward the achievement of professional Managers of condominiums, cooperatives, homeowners associations and planned unit developments across the United States. The heart of the competition is photo-essays sharing how each Manager contributed to the success of their Associations. Now in its fifth year, this independently judged program promotes Manager excellence by documenting their stories and inspiring others by their example. For information about the Contest, please visit www.manageroftheyear.org

Brad Baecht, LCAM, CMCA
David Givney, LCAM
Amy Snyder, CAM, CMCA, AMS
Jon Stormont, LCAM
Bob Winterfeld, LCAM

Boca West Master Association
KW Property Mgmt & Consulting
KW Property Mgmt & Consulting
Hawk-Eye Management
United Community Mgmt Corp

Boca West
Island Walk
Tuscany Cove
Portfolio/Multiple
Isles at Wellington

PERSONAL DIGITAL INFORMATION - SAFETY TIPS

According to a study by Nielsen, more than half of the U.S. population will make a purchase online this year. As access to information increases, so does the amount of time we spend on our mobile devices and computers searching for “stuff” online. We shop, research information, pay bills, interact with one another on social media ... the list is endless.

With this type of power at our fingertips comes great responsibility. Here are a few important tips to remember to keep your digital identity and sensitive information safe:



Financial and Credit Safety

1. Review your financial and billing statements frequently.
2. Monitor your credit history and place fraud alerts on your credit file to protect against identity theft.
3. Check for "https" in the web address. Secure web pages begin with "https" (compared to "http").
4. Online retailers do not need your social security number or date of birth to complete a transaction.

Unauthorized Access to Your Devices

1. Avoid public computers when making online purchases. Your network at home is more secure.
2. Limit online shopping to trusted retailers. Small businesses are more likely to have cyber security breaches.
3. Avoid strangers on social media. And do not share personal data on newsfeeds and status updates. Do not announce when you will leave for vacation. Do not post your phone numbers, address, etc. on your profile.
4. Protect your mobile devices. Use the auto-lock feature, and be aware of the apps you download.

Personal Data and Information Protection

1. Backup critical data regularly with a flash drive or a software backup service.
2. Watch out for phishing scams or fraudulent emails and websites that pose as legitimate businesses.
3. Strengthen passwords and change them periodically. Use combinations of letters, numbers, and characters.
4. Install security software to protect your computer and mobile devices from viruses, spyware and more.

What To Do If You've Been a Victim of Identity Theft

1. Place a fraud alert on your credit reports.
2. Report unauthorized accounts or transactions to your credit card issuer or bank.
3. Contact the Federal Trade Commission and create an identity theft report.
4. File a report with your local police and get a copy for your records.

KEYLESS CARS AND CARBON MONOXIDE DETECTORS



Do you have a keyless car? If you answered “yes,” you need a monitored carbon monoxide detector now! We can't stress this enough!

With today's quiet, keyless cars, an owner can pull into the garage and forget to turn off the ignition. It's easy to do but it can end in tragedy. Our ADT Community Association Team is proud to have saved lives in recent months when a monitored carbon monoxide detector triggered an alarm. Our monitoring center quickly responded to help evacuate the owners and dispatch emergency services.

What is carbon monoxide?

Carbon monoxide (CO) is a colorless, odorless deadly gas and can only be identified by a detection device. Because you can't see, taste, or smell it, carbon monoxide can kill you before you know it's there.

How can I prevent CO poisoning in my home?

- Never run a car or truck in the garage with the garage door shut.
- Never use a generator indoors or in a garage, carport, or basement.
- **Call ADT Security Services to install a monitored CO detector in your home!**

How can I get an ADT Monitored CO Detector?

Call **800-878-7806** to speak with an ADT Customer Care Representative for options on adding a monitored carbon monoxide detector to your home security system. A monitored carbon monoxide detector will send a signal even if your security system is not armed.

HOW TO SPOT DECEPTIVE SALES SCAMS

Your ADT yard sign tells burglars to keep away; however, representatives from other companies may see your yard sign and falsely associate themselves with ADT to trick you into switching services to another security provider. These people use misleading tactics to get into your home.



Here are some common phrases that unscrupulous sales representatives from other companies use to enter the home of ADT customers:

- "We are here to upgrade your ADT system"
- "I'm with the company that manufactured your alarm system"
- "ADT just monitors your home they do not service the equipment"
- "Your ADT system is outdated" or "We need to check your keypad"
- "Your service will be cancelled because Apollo is taking over ADT"
- "Protection One is assuming service as a result of the Apollo acquisition"
- "ADT is no longer covering your area"
- "ADT systems are more vulnerable to burglaries"

Tips to help protect yourself from fraud:

1. ADT representatives carry proper company issued identification. To confirm a representative is really affiliated with ADT, ask to see official company identification. If they don't show it, don't believe it.
2. Be cautious. Do not sign any documents without thorough review.
3. When in doubt, call the [ADT Community Association Service Center](#) at **800-878-7806** before allowing a representative to enter your home.

SENIOR SAFETY TIPS

Small lifestyle changes can make a big difference for today's active seniors. ADT has help for seniors and tips for senior safety and security. Here are a few home safety tips for living healthy and staying safe:



1. Lifting too much weight could result in injury. Ask for help when moving heavy objects.
2. Never store temperature-sensitive medication in the glove compartment or trunk of a car.
3. Always leave the light on when giving or taking medicines to prevent a mix up.
4. Keep necessary medication and prescriptions in your carry-on luggage when traveling.
5. Put a security whistle on your key ring and don't be afraid to use it if threatened.
6. To help prevent falls, use no-slip lining under rugs to keep them from moving around.
7. Regular exercise can help improve balance and coordination, which can in turn help prevent falls.
8. Help lower your heart disease risk with an active lifestyle and by monitoring blood pressure & cholesterol levels.
9. **ADT offers multiple options for two-way voice personal emergency response systems for home and on-the-go using GPS technology. Our waterproof pendant can be used in the shower and in the pool.**



WELCOME ENTRADA AT SUNRISE TOWNHOMES!

We are pleased to be providing security equipment and monitoring services to beautiful Entrada at Sunrise Townhomes. You can feel confident knowing that with ADT, residents will receive world class customer care and service from our Community Association Service Center. Our technicians are highly-trained, certified and vetted employees. Systems are monitored from our own dedicated state-of-the-art U.L. approved monitoring center. We thank you for choosing ADT to enhance your security and lifestyle!



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WE'RE ON THE WEB!

www.MYADT.com

Visit our secure website to obtain operation manuals, view alarm activity, or update contact information today.

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



COMMUNICATION AND YOUR MONITORED SYSTEM

Your security system needs a means of communication to transmit signals to our Customer Monitoring Center. Security systems may transmit signals in one of three ways:

- Transmission over a regular telephone line
- Transmission over cable service (ie: Comcast Xfinity or AT&T U-verse)
- Transmission using a Safewatch CellGuard (purchased from ADT Security)

Communication over a regular phone line or cable service

In case of an alarm, the security system dials the ADT Customer Monitoring Center and sends signal information about your alarm. Once the information has been transmitted, the system releases your phone line allowing you to use your phone. To cancel an alarm, use your cell phone or wait a moment until your phone line is released.

Note: if your phone line is cut or your cable service goes down, your security system will not be able to transmit signals to ADT.

Communication over ADT Safewatch CellGuard

Security signals are transmitted cellularly via the Safewatch CellGuard communicator in addition to or instead of your telephone line. This is a very reliable primary method of transmission for home owners who do not have a landline or want a backup in case the telephone line is cut or the cable goes down.

To ensure that your system is always in communication with our monitoring center, and for homes without an active telephone line (land line or voice over cable), please call **ADT's Community Association Team at 800-878-7806** to order a Safewatch CellGuard for your security system.



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IMPORTANT ADT SECURITY CONTACTS

Community Association Service Center
24 Hour Customer Care, Service & Sales
800-878-7806

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

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Senior Director of Community Associations

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At ADT, we live and breathe our values of Trust, Collaboration, Service and Innovation.