



Community  
Association  
Program

## COMMUNITY ASSOCIATION PROGRAM NEWSLETTER

SPRING 2018

### FIFTH ANNUAL READERS' CHOICE AWARD WINNERS ANNOUNCED



*Florida Community Association Journal* magazine announced its fifth annual Readers' Choice Award winners in the March 2018 issue of the magazine with an expanded section profiling notable winners for the year. ADT received the prestigious "Diamond Award in the Safety and Security Category." This is the fifth year ADT has been recognized thanks to the votes of our satisfied customers.

ADT's Community Association Program provides world class customer care and service to several hundred communities through bulk agreements making ADT the premier provider of security for Community Associations. The ADT brand is among the most well-known and trusted brands in the security industry today and is a full-service provider for intrusion, fire, video surveillance, access control, home automation, interactive services, smart home technology and two-way voice systems.

The *FLCAJ* Readers' Choice Awards is a unique recognition program that shines a spotlight on the positive and productive contributions by community association service providers across Florida. They are presented to service providers that demonstrate through their commitment to the community associations they serve an exemplary level of proficiency, reliability, fairness, and integrity.

Since being founded in 2013, the Awards have grown every year, with more than 390 service providers nominated for this year's awards and more than 7,500 votes cast. There is no fee to enter the Awards and the entire submission process is done online. Winners are chosen solely on the total number of votes.

***We thank you for voting for ADT Community Association Program!***

### MONITORED CARBON MONOXIDE DETECTORS SAVE LIVES

During a March snowstorm, the power went out in a residence in New Jersey and a recently purchased generator turned on. The family was home and relaxing at the end of the day, not knowing that their generator was pointed the wrong way and venting deadly carbon monoxide gas into the home.

Upon receiving an alarm signal from the monitored carbon monoxide detector, ADT called the residence to alert them to the potential danger, while explaining the importance of exiting the home until first responders arrived. ADT notified the fire department; upon arrival, they immediately detected high levels of carbon monoxide. They turned off the generator, opened the windows, and cleared the home prior to letting the family back inside.

In the words of our customer, without ADT, the family would have gone to bed that night and tragically, could have been among the 500 Americans killed every year by carbon monoxide poisoning.

#### 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 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!



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## HOME SECURITY TIPS: 4 UNIQUE USES FOR YOUR SECURITY SYSTEM

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**There are many types of everyday technology that we take for granted. We are all a bit guilty of only using the surface capabilities of the devices we own. When was the last time you examined your security system and considered all the features available? Between basic features and home automation options, there may be levels of security you never thought of that could greatly further your peace of mind!**

### **Pin-Code Customization**

Did you know that with your home alarm system, you can set specific pin codes for every member of your family? This often-overlooked feature can create a more transparent and safer household for everyone. One useful application of pin-code customization is to give your children each a specific pin-code. This will help you monitor everything from when they get home from school to accurately tracking your teen's curfew. You can also assign specific pin-codes to each service provider (home watch, housekeeper, etc). With each pin-code unique to the user, they won't be interchangeable and can be changed at any time.

### **Cabinet Monitoring**

Many people forget to think about the various nooks and crannies inside their home. If you have cabinets in your home that need monitoring (i.e., a medicine cabinet or gun cabinet), your home security system can monitor anytime someone enters the cabinet. This is also an effective way to add security to a home safe. By utilizing sensors on your cabinets and safe, you will be immediately notified if this area has been breached. Adding this level of monitoring to your home can help manage risks associated with burglary or potentially dangerous items. This type of monitoring can be especially useful if you have small children or elderly people living with you. So whether you are trying to keep your children out or confirm that seniors in your life are regularly taking their medication, you will be notified of any activity.

### **Pool Security**

Many people don't consider the security of their hot tub or pool, but to keep your guests and family members safe, you need more than just constant supervision. This is why a camera system is one great way to help ensure that everyone keeps having fun and stays safe. The CDC states that about 10 people per day die from unintentional drowning in the United States. Having cameras specifically for your outdoor pool area can help to provide a much safer space against the common causes of pool accidents. Since you are able to access your cameras from any smart phone, you will always be in the loop. While no amount of home security cameras can compensate for parental supervision when it comes to your young ones going for a swim, it is a great addition to help provide additional security.

### **Monitor Your Deliveries**

With instances of package theft on the rise, it's important to consider what steps you take to monitor when your package has arrived. With an integrated doorbell alarm, you create a layer of transparency that aims to eliminate worries about stolen deliveries. This doorbell alarm will notify you any time your bell rings, so you can know exactly when the mail carrier has come.

**Please call our [Community Association Service Center](https://www.dhs.gov/stopthinkconnect-toolkit#) at **800.878.7806** to discuss your system and options!**

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## CYBER TIPS FROM HOMELAND SECURITY

**The majority of cybercriminals do not discriminate; they target vulnerable computer systems regardless of whether they belong to a home user, a business, or are part of a government agency. However, there are steps you can take to minimize your chances of an incident.**

- Set strong passwords, change them regularly, and don't share them with anyone.
- Do not include names or well-known information about yourself in your password.
- Increase password complexity by including symbols, punctuation, and upper & lower case letters.  
Example: Apple Jacks can be App!eJ@ck\$
- Optimize your system and software by installing recommended updates.
- Use privacy settings and limit the amount of personal information you post online.
- Be cautious about offers online – if it sounds too good to be true, it probably is.

**For more cyber tips and resources, visit <https://www.dhs.gov/stopthinkconnect-toolkit#>.**

## CAR THEFT—DON'T BE A VICTIM

The most recent FBI Uniform Crime Report shows a car is stolen every 41.2 seconds, and over 700,000 cars are stolen every year. A recent presentation by the Palm Beach County Sheriff's department reported organized car thieves are using teenage crews - often just 14-16 years old. Once stolen, the car is given a new VIN and is gone. Often the thefts are for quick profit and include common car makes such as Ford, Honda, Toyota, Acura, BMW, and GM vehicles. Parts from these models are in demand for resale too. One of the most commonly resold parts is airbags.



Whether your car is parked at home or in a crowded lot, lock the doors and take the keys with you. Prospective thieves walk down residential streets or go from car to car in shopping center parking lots testing door handles in search of unlocked cars. Once they get inside the car they look for a key and often find them "hidden" in the center console, the glove compartment, or under the seat. As high as 50% of stolen cars are unlocked at the time of the theft, and 1 in 8 have keys left inside. As vehicle security systems become more sophisticated, car thieves are starting to stage home break-ins to steal the keys instead. Home owners with open garage doors make choice targets.

### Avoid being a target with just a few simple precautions:

1. Lock your car door & take your keys with you
2. Close your overhead garage door
3. Lock your interior garage door
4. Remove valuables from your car (purse, laptop)
5. Keep garage door openers out of sight
6. **Use and arm your home security system**

## SERVING OUR COMMUNITIES

The ADT Always Cares program gives our team members the opportunity to give back to the communities in which they live, work and play, through a variety of company-sponsored volunteer efforts.

Our Commitment: As a company, our commitment goes beyond the security of our customers. We are also dedicated to making our communities stronger and healthier. Because we also know our involvement makes our teams and ADT stronger, too.

Our Efforts: Team members are encouraged and empowered to be positive influences in their communities through volunteerism and philanthropy, focusing our impact in helping local heroes and communities in need.

Local Heroes: ADT supports local First Responders – the police, firefighters and paramedics who put themselves in harm's way to keep others safe. Through our Lifesaver program, we recognize and reward First Responders who help save our customers' homes and lives with monetary grants to their departments.

Communities in Need: ADT team members put their time and efforts into supporting human services and health-focused organizations in their local areas. Our people help provide meals through local food banks, build homes with Habitat for Humanity, mentor at-risk kids and much more.

These are just a few of the organizations ADT Always Cares supports:





Community  
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2801 Gateway Drive  
Pompano Beach, FL 33069  
Phone: 800-878-7806  
Fax: 954-272-7844

**WE'RE ON THE WEB!**

[www.MYADT.COM](http://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.

**MANAGER OF THE YEAR FINALISTS**

MOTY (Manager of the Year) is a national contest for On-Site and Portfolio Managers of Association-governed communities. The purpose of the contest is to inspire excellence and professionalism by recognizing & rewarding the best Managers in the nation. Honors will be awarded in two categories (the best On-Site Manager & the best Portfolio Manager).



2018 Gold Sponsor

Stage I of the contest is submission of an online application detailing professional qualifications and how efforts have improved or turned around their Associations. We are especially proud of Brad Baecht of Boca West Master Association for being selected as a Stage-1 finalist! Stage II involves submission of a photo-essay and 3 letters of recommendation. The Top 3 applicants in each category are invited to participate in Stage III, the final stage of the contest. The On-Site Manager and Portfolio Manager with the most overall votes will be determined the contest winners.

The heart of the competition is based on a very simple question: How has the Manager made a difference in the life of an Association? The Top 3 Finalists in each category will be awarded vouchers to attend the CAI National Conference & Exposition. The final two winners will be announced at a private reception the night before the conference.

**On-Site Manager Finalists**

Sara Gerstein VA  
Charles Schumacher FL  
Robert Sides CA

**Portfolio Manager Finalists**

Kate Hightshoe IA  
Maryanne Hurley-Cicconi CA  
Lisa Terry CA



FLORIDA COMMUNITIES  
OF EXCELLENCE



**IMPORTANT ADT SECURITY CONTACTS**

**Community Association Service Center & Monitoring Center (24 Hours)**

24-Hour Customer Care, Service & Sales, or to Cancel an Alarm (password needed)

**800-878-7806**

**John Butrim**

Director—National Accounts  
Community Association & Multifamily Programs

**Janett McMillan**

Director of Sales & Marketing

**Mike Zach**

National Account Manager

**Allen Junek**

National Account Manager

**Hal Lenoble**

National Account Manager

**Noel Arvizu**

National Account Manager

**Bari Siegall**

Community Association Program Liaison

**Eileen Arbulu**

Community Association Program Liaison

**Norman Greg Small**

Community Association Project Manager

**Martha Chavez**

Community Association Program Coordinator

**When you want a company that eats, sleeps and breathes security—you choose ADT.**