



Community
Association
Program

COMMUNITY ASSOCIATION PROGRAM NEWSLETTER

FALL 2019

SEASONAL SAFETY

This holiday season is a time of joy as friends and family gather to celebrate and share gifts. Unfortunately, it is also the time of year when crime becomes more prevalent. ADT wants to help make your holiday season a safe and happy one. Please take some time to familiarize yourself with these safety tips.

1. Be alert. Walk confidently, with your head up, and stay in well-lit and well-traveled areas. Pay attention to people walking in front of and behind you.
2. If you carry a purse, keep it with you at all times in front of you and close to your body. Make sure to zip your purse closed or secure the flap. Never leave your purse in a shopping cart or on a counter while you pay for your purchases.
3. Be discreet. Thieves and pickpockets are more likely to be attracted by expensive clothes and jewelry. When you are out shopping, dress comfortably and casually. Do not carry large amounts of cash. Whenever possible, use credit cards or checks.
4. Park your car as close to your destination as possible and in a well-lit area. Store packages in the trunk of the car and not on the back seat. Always lock your car doors immediately after entering and exiting the vehicle. When making a large purchase, take it directly home. A thief could follow you out of the store and break into your car if you stop along the way.
5. Keys should not be carried in your purse. In the event of a purse snatching, the thief will have your address and keys to your home. When returning to your car or home, always have your keys in your hand, ready to open the door. Never stand outside searching in your purse for keys.

Secure your home. When you are out shopping, arm your security system and leave some lights on at home. Consider smart lighting options from ADT. With remote interactive services and light modules, you can light any room in the house with an app on your smartphone. Smart lights can be scheduled to conceal the fact that they are automated. You can set your lights to go off and on at sunrise and sunset or vary the times throughout the day and week.

Call the ADT Community Association Service Center at 800-878-7806 for more details!

2020 READERS CHOICE AWARDS

As the 1st choice in security for Community Associations, we are proud to announce that for the seventh consecutive year, ADT Security Services has been nominated for the Florida Community Association Journal (FLCAJ) Readers' Choice Awards in the Safety and Security category! We are extremely honored to receive this recognition. As a valued member of our ADT Community Association family, you know how meaningful it is to our Community Association Team to serve you and receive your ongoing support. Therefore, we would greatly appreciate you taking a moment to vote for ADT Security Services. You may click the picture or manually type in the website to vote:



1. Visit www.fcagroup.com/readerschoice
2. Click button to "vote"
3. Scroll down to Safety and Security
4. Choose ADT Security Community Assoc Program
5. Vote for ADT!

In the last six years, your votes helped us win the coveted Diamond and Platinum FLCAJ Readers' Choice Awards. Please vote again this year to help us retain our title! As always, we thank you for your support and the privilege of serving you.

VOTE FOR ADT SECURITY COMMUNITY ASSOCIATION PROGRAM!

INTERIOR PROTECTION

Door and window sensors are used to provide perimeter protection for your home security system, but they will only activate an alarm if the door or window is opened. An intruder could break the glass in a sliding door or window, climb through the opening and walk freely through your home without ever tripping an alarm because the door or window was not opened. Motion sensors and glass break detectors offer interior protection for an additional layer of protection and should be an important part of your home security system.

MOTION SENSORS



If an intruder walks within the range of a motion sensor, an alarm is activated. Motion sensors function when your system is armed in the "away" mode. When at home, arm your system in the "stay" mode to bypass the motion detectors so you can walk freely throughout your house without activating an alarm. Motion sensors have a range of approximately 35'. Pet immune motion detectors are standard. They allow for pets because the beams do not go to the floor. **IF YOU DON'T HAVE A PET, opt for a motion detector with "enhanced look down" where the beams are adjustable all the way to the floor. This helps prevent a crawling burglar from bypassing a motion detector.**

GLASS BREAK DETECTORS



Glass break detectors sense the frequency of breaking or cutting glass to activate an alarm. Glass break detectors protect against someone breaking the glass and climbing through the space without actually opening a door or window. Glass break detectors have a range of approximately 20'. Glass break detectors function when your system is armed in either the stay or away mode. **Glass break detectors may not be effective with impact windows or windows with film.**

SHOCK SENSORS FOR IMPACT WINDOWS



When you have impact windows installed, ask your contractor to disconnect the contacts from your old windows and leave the wiring and contacts hanging free. Once the new windows are installed, call ADT to reconnect your contacts to your new windows and ensure they are working properly with your security system. Contrary to popular belief, impact windows can be broken or damaged to the point where a burglar can enter. Therefore, motion detectors should be installed for interior protection, even if you have impact windows. **Shock sensors can also be added to impact windows to help detect the force of breaking the window.**

MONITORED SMOKE AND CARBON MONOXIDE DETECTORS



Add monitored smoke detectors to your existing burglar alarm system. In the event of a fire, monitored smoke detectors provide an early warning alarm, helping to ensure your home and family are safe, day or night. Fire is one of the single greatest threats to your family and home, with the potential to destroy everything in its path in minutes. ADT's Customer Monitoring Center is staffed by trained professionals who use state-of-the-art technology to deliver a fast response time, contacting emergency personnel when minutes count.



ADT urges everyone to be aware of the risks of carbon monoxide poisoning and take every precaution to protect our communities, homes, and families. By adding a monitored CO detector to your existing security system, ADT Security's company-owned Monitoring Centers are able to monitor your carbon monoxide detectors 24/7 and dispatch help to your home in case of alarm. This is especially critical in connected units like townhomes or villas.

We are what we protect.

ALARM.COM CELLULAR COMMUNICATION

If your association does not have cellular communication included in your community-wide coverage, individuals may elect to have it installed on an individual basis! ADT offers the Alarm.com Cellular Communicator to ensure that your security system is always in communication with our monitoring center. Alarm signals are transmitted to the ADT central monitoring center over a digital cellular line with no landline telephone line needed. There is a one-time charge to the homeowner of \$199.00 for the purchase and installation of the Alarm.com Cellular Communicator and a monthly fee for the cellular line established specifically for your individual system’s communication.

With ADT and Alarm.com, you also have the option of adding remote interactive services. This lets you use your web-enabled computer, tablet, or smartphone as a powerful and convenient remote control for your monitored security system, controlling your security system using an app on a smart device or PC. Automation options require subscription to ADT Automation Services.



Optional remote interactive services include the ability to arm and disarm your system from your web-enabled cell phone and receive text or emailed notifications of alarm conditions such as intrusion or fire. By adding lifestyle management modules, you can adjust and schedule connected lights and thermostats, and remotely lock and unlock your front door. Adding cameras gives you the ability to watch secure, real-time video from monitored areas of your home on your web-enabled device or computer.

ANSWER YOUR DOOR WITH YOUR SMARTPHONE

A doorbell camera is an awesome smart home option allowing you to see who is at your front door, no matter where you are.

Answer the door from anywhere. Your doorbell camera gives you a safe, smart way to see who's at the door, no matter where you are. When a visitor rings the doorbell, you get an alert on your smartphone. Open your app to see a video feed of who's there, with a microphone icon that you can press to start a voice conversation through the doorbell. Although you can see your visitor, they can't see you, and you don't need to indicate whether you're home or not. Given that burglars often ring a home's doorbell as a precaution, this makes your video doorbell a great crime deterrent.

See and share suspicious activity. Your video doorbell is also a full smart home security camera, ready to capture and send you footage of suspicious activity in your front yard or porch area. A visitor to your door will trigger a motion-activated video recording, even if they don't press the doorbell. You can have these clips delivered to your phone right away, where they're easy to download and forward forward to your family, neighbors, or local police department.



And of course, it's also a doorbell. You'll be pleased to know your doorbell camera goes above and beyond, with both an audible chime and a special Do Not Disturb option that parents of young children will love. Instead of waking a napping youngster with an audible chime when pushed, your video doorbell will simply trigger a silent smartphone alert that only disturbs you.

Call ADT's Community Association Team at 800-878-7806 for more information today!



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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.

KEEP YOUR ACCOUNT CURRENT

Have you had any changes to your home phone number or cell? Please take a few minutes to review your account to ensure that ADT has accurate information to reach you in case of an alarm. You can update your information online by visiting our secure website, www.MyADT.com. You can also call the ADT Community Association Service Center at 800-878-7806 at any time of the day or night. Representatives are available 24/7/365.

Everyone at ADT will always work to exceed your expectations. We take great pride in our caring attitude and commitment to service and value our long and meaningful relationship with you and your community association.

ADT AND PANDORA

ADT recognizes that home is more than a place — it's a feeling. Whatever your holiday plans are, we encourage you to add the Pandora ADT Home for the Holidays Station.

ADT IS COMMITTED TO YOUR HOME AND COMMUNITY

For 145 years, ADT has made the security of our customers our top priority. Today, more than 18,000 professionals in over 200 locations throughout the U.S. and Canada ensure that our over seven million customers stay as safe and secure as possible.

IMPORTANT ADT CONTACTS

Community Association Service Center & Monitoring Center (24 Hours)

24-Hour Customer Care, Technical Support, Service & Sales, or to Cancel an Alarm (password needed)
800-878-7806

John Butrim

Senior Director—National Accounts
Community Association & Multifamily Programs

Janett McMillan

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Customer Experience Is Our North Star