



Community
Association
Program

COMMUNITY ASSOCIATION PROGRAM NEWSLETTER

SPRING 2019

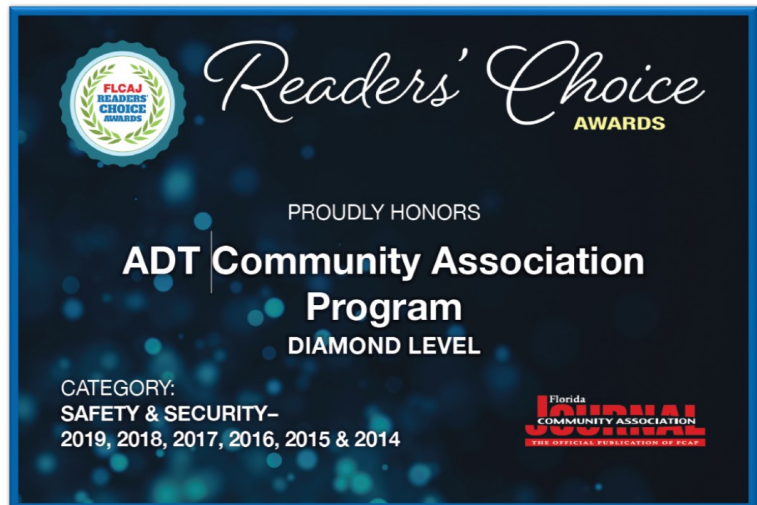
FLCAJ READERS' CHOICE AWARD WINNER

The Florida Community Association Journal magazine announced its sixth annual Readers' Choice Award winners. 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.

ADT received the prestigious Diamond Award in the Safety and Security Category. This is the sixth year ADT Security Services has been recognized in this category!

ADT's Community Association Program provides world class customer care and service to hundreds of 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 as a full-service provider for intrusion, fire, video surveillance, access control, home automation, interactive services, video, and two-way voice systems.

Founded in 2013, the Awards have grown every year, with more than 500 service providers nominated and more than 8,400 votes cast. There are no fees to enter the Awards and winners are chosen based solely on the total number of votes.



MANAGER OF THE YEAR FINALISTS



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 seventh year, this independently judged program promotes Manager excellence by documenting their stories and inspiring others by their example.

The title and a \$3,000 cash prize will be awarded to one On-site Manager and one Portfolio Manager in a live online broadcast that will take place in a private ceremony in Orlando, FL on May 15, 2019. ADT will share this information in our Summer 2019 issue!

The Top 3 On-Site Manager Finalists are:

Neil Bresnahan, San Antonio, TX
David Foster, Wrightsville Beach, NC
Tiffany Jackson, Largo, FL

The Top 3 Portfolio Manager finalists are:

Pamela Coleman, Loveland, CO
Michalene Everett-Martinez, Fresno, CA
Jesse Martinez-Skinner, Jacksonville, FL

For information about the Contest, please visit www.manageroftheyear.org.

SERVING OUR COMMUNITIES

Since launching ADT Always Cares in 2013, we have supported close to 2,000 projects and donated hundreds of thousands of volunteer hours. 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.

ADT supports local First Responders, the police, firefighters and paramedics who put themselves in harm's way to keep others safe. ADT team members devote time and effort to support human services and health-focused organizations in their local areas. Our team helps provide meals through local food banks, mentor at-risk kids and much more. Over the years, hundreds of ADT employees have contributed thousands of hours to help build homes for people in need in partnership with Habitat for Humanity.



MONITORED LIFE SAFETY SENSORS

If you have not done so already, consider adding a monitored smoke detector or a monitored carbon monoxide detector to your ADT security system. These sensors are designed to work around the clock to help protect your family and property 24/7, even when your system is not armed. For more information, call **ADT's Community Association Service Center** at **800-878-7806**.

DEALING WITH IDENTITY THEFT

If you suspect your personal or financial information is being used fraudulently, there are steps you can take to report identity theft and develop a personal recovery plan.

- Call the companies where you know fraud occurred. Ask them to freeze or close your accounts. Make sure to change your logins, passwords, and PINs.
- Place a fraud alert and request copies of your credit reports. A fraud alert is free and will make it more difficult for someone to illicitly open new accounts in your name. You may contact any one of the following credit bureaus below and they must tell the other two.
 1. Experian.com/fraudalert 888-397-3742
 2. TransUnion.com/fraud 800-680-7289
 3. Equifax.com/CreditReportAssistance 888-766-0008
- Report identity theft to the FTC (Federal Trade Commission). Visit IdentityTheft.gov and include as many details as possible. IdentityTheft.gov will create your Identity Theft Report and recovery plan.



MANAGE YOUR ACCOUNT ONLINE

Monitored residents can access their account online at www.MyADT.com or on their smartphone by downloading the MyADT app. You can view alarm activity, get insurance certificates, test your alarm, update your emergency contact list, pay for optional services, order yard signs and more.



First time web users:

- Visit www.MyADT.com
- Create or access your Web Account
- Sign in to your Account
- Enter your Email address or CS account #
- Enter your Password
- Then follow the simple prompts to access your account information

First time app users:

- Visit the App Store or Google Play Store
- Download the MyADT app
- Enter primary phone number
- Enter the verbal password on file with ADT
- Then follow the simple prompts to access your account information

When was the last time you updated your emergency contact list? This list is used by ADT to notify responsible individuals in the event your alarm has activated and to verify individuals authorized to be on premise during an alarm activation. You can check that your list is current online or by calling **ADT's Community Association Service Center** at **800-878-7806**.

ADT CONNECTED HOME

ADT's Interactive Services utilize the latest technology to provide you with remote control of your security system and security alerts for added peace of mind. They also help to improve the quality of your busy life by adding convenience and control to your home. With these services, you can use almost any smart device or computer as a powerful and convenient remote control for your security system and automation devices. Whether you want to be more energy-efficient, want to know what's happening at home when you're away, or just want to see who's at the front door without actually getting up, Interactive Services can help.

- **Remote Arm/Disarm:** Arm/Disarm your system quickly from your web-enabled cell phone, computer or other mobile device.
- **Remote Lock/Unlock Doors:** Lock or unlock your door from almost anywhere. No need to hide or give away an extra key. You can lock and unlock the door for housekeepers or home-watch, or let your kids inside when they get home from school. Plus, you can receive text or email alerts when the door is locked or unlocked.
- **Security Alerts:** Receive notifications of emergency conditions such as fire, intrusion or a dangerously high/low temperature in your home. Get alerts from water/flood sensors to avoid potential severe water damage.
- **Energy Efficiency:** Help save energy and money by easily adjusting and scheduling lights and thermostats that are connected to your system.
- **Custom Notifications:** Control access to your home and receive notifications when guests or service providers come and go.
- **Remote Video Monitoring:** Use cameras on your touchscreen to see who's at your front door without going to the door or watch secure, real-time video from monitored areas of your home on web-enabled device or computer.
- **Put Home on Auto-Pilot:** Set up recurring events. Examples are unlocking door for housekeeper at the same time/day each week, or turning off lights when alarm is set.
- **Customize Your System:** Add additional appliances, lights, entertainment components and other devices to personalize your home's system.
- **Custom Notifications:** Set up your system to get notified when your child comes home from school or when the housekeeper arrives at your home via email and text messages as well as video clips.

With your Apple or Android Smart Watch, access to ADT's remote interactive service is literally right at hand! The app for your Smart Watch gives awareness, control and visibility –all with a glance at your wrist making it ideal for interacting with your home when you're at work or on the go. Notification can literally be right at hand letting you know when something's happening. One-touch commands let you address the situation with just a quick tap.



Call today for more information: 800-878-7806

SECURITY TIP: SPARE KEYS

The last thing you want to worry about when out and about or traveling is whether or not your home is properly protected. In addition to arming your security system, if you've chosen to hide a spare key, one of your biggest considerations should be the hiding location. Burglars will check the obvious spots first.

Good hiding spots include a small lockbox, a hollow false rock that blends in with its surroundings, perhaps in a barbecue grill in the backyard, or maybe under a loose brick in your paved driveway. Some of the worst places include under your doormat, under a potted plant or garden statue, on the doorjamb, or in your mailbox.

Even the best hiding spots can be compromised if the wrong person sees you hiding your key. A good alternative to consider would be adding smart door locks (see remote lock/unlock above). With ADT Interactive Service, you can unlock and lock your door remotely using the app on your smart device!





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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.

HAVE YOU TESTED YOUR SECURITY SYSTEM LATELY?

Periodic testing of your alarm system is essential to ensure proper function. We recommend monthly tests to confirm both the operation of your system and its ability to send signals to ADT.

Testing operation of door/window contacts:

First verify that your system is in "ready" mode (but do not arm it). Next, open each protected door or window, one at a time. Check to see that the keypad displays "open" for the sensor tested. Then close the tested door/window and check that the keypad displays "ready." Repeat this procedure for each sensor in the system.

Testing alarm signal transmission to ADT:

You can check online or call ADT to see if your system has reported a monthly timer test. To manually test for signal, call ADT's Community Association Team at 800-878-7806. Provide your password to the representative and ask to place your system in "test" mode. Arm your system and cause an alarm by opening a door or window, or by tripping a motion detector. Allow the alarm to sound for at least one minute. Turn off your system and reset it to "ready" mode. Call ADT back to verify that the signal was received and take your system off test.

ADT AWARDS, RATINGS, ACCOLADES

- ✓ A+ Rating, BBB Accredited
- ✓ PC Magazine's Editor's Choice for ADT Pulse®
- ✓ Consumer's Digest Best Buy Awards for five years in a row
- ✓ Women's Choice: Home security choice for three years in a row



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

Director of Sales & Marketing

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

Customer Experience Is Our North Star