



Community
Association
Program

COMMUNITY ASSOCIATION PROGRAM NEWSLETTER

SUMMER 2019

HURRICANE SEASON PREPAREDNESS



You can't prevent hurricanes, but you can prepare for them. The Atlantic hurricane season runs from June 1 to November 30. The Pacific hurricane season runs May 15 to November 30. The time to prepare is before a storm threatens when you are not under pressure. Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

1. Complete a written plan. Writing down your plan will help if faced with an emergency situation. Have photo documentation of valuables. Keep important documents together for quick access.
2. Determine the risk to your home from common issues like storm surge, inland flooding, strong winds, and tornadoes. Hurricanes are not just a coastal problem. Their impact can be felt hundreds of miles inland.
3. Develop an evacuation plan. The time to figure out where you'd go and how you'd get there is now. Be sure to account for pets as most shelters do not permit them.
4. Create an emergency preparedness checklist and decide where you will ride out the storm. Buy needed supplies now while stores are fully stocked. You do not want to be standing in long lines if a warning is issued. Stock up on enough non-perishable food, water, and medicine to last each person in your family a minimum of three days. Include extra cash, a battery powered radio, and flashlights. Cell phones run on batteries; consider purchasing a portable crank or solar powered USB charger. Check to make sure your first aid kit is fully stocked.
5. Get an insurance check up. Check in with your insurance agent before a storm hits. Remember that flood insurance must be obtained separately. Know where your insurance documents are located and bring them with you if you evacuate.
6. Strengthen your home. Keep landscape maintained with trees and hedges trimmed. Collect loose outdoor items. Have the proper plywood, steel or aluminum panels to board up windows and doors.
7. Prepare your security system. 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. If you have not already done so, consider adding monitored fire protection, a monitored carbon monoxide detector, or flood sensors.
8. Keep in mind that your security system is powered by electricity with a battery backup. If your system loses power, the battery 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. If power is off for more than 24 hours, your system may stop working. Once power is restored, the battery will automatically recharge.

**For more information, or to add devices to your system, please call
ADT's Community Association Team at 800-878-7806**

Please share this information with board members and community residents!

ALARM USER REGISTRATION AND PERMITS



It is the responsibility of each homeowner to contact their local municipality to register their security system and obtain an alarm user permit if needed. Many cities and counties have permit forms available to download or complete online. After your have received your permit number, please call the **ADT Community Association Team** at **800-878-7806** to provide us with this information. If you already have a permit, please call to verify that we have

your number on file. Some authorities may levy fines against home owners who have not completed the appropriate registration.

Permit numbers and alarm registrations are not transferable to new owners. It is especially important that new owners contact ADT to schedule a service call for the connection of their system, programming of their unique codes, and instruction on how to use the alarm. At that time, we will answer any questions about the security system and discuss enhancements available to meet individual and personal needs.

2019 "MANAGER OF THE YEAR" WINNERS

Special congratulations go out to the 2019 "Manager of the Year" winners! Tiffany Jackson of Largo, Florida is the 2019 "On-Site" winner and Pamela Coleman of Loveland, Colorado is the 2019 "Portfolio" winner. Both received a cash prize of \$3,000, a trophy, and a framed photograph of the award presentation. ADT Security Services is honored and proud to be a Gold Sponsor for these annual awards recognizing the efforts and achievements of community managers working so hard on behalf of our community associations and residents!



ADT RELIABILITY: 24/7/365



ADT's Customer Monitoring Center personnel are all trained to the highest standards in the industry. When an alarm signal is received, a well-trained, helpful professional will notify you and your local police, fire department or emergency personnel. With six interconnected monitoring centers in the United States, and another two in Canada, you can count on ADT to be at the ready 24 hours a day, 7 days a week, 365 days a year. It's a level of performance that our customers expect and deserve — and a level of performance that ADT is uniquely positioned to provide.

ADT IDENTITY THEFT PROTECTION

With over 140 years of experience, ADT is the leader in helping to protect your home and family from physical threats. Identity theft protection from ADT helps safeguard your Digital Identity too.

Constant Monitoring: ADT Provides 24/7 Monitoring of the dark web and other outlets to detect if your information has come up for sale or is being used fraudulently, including:

Credit Cards · Debit Cards · Bank Accounts · Medical Insurance ID's · Social Security Number
Driver's License · Passports · Credit Monitoring, Scores & Reports · Addresses and Changes of Address
Email Addresses · Phone Numbers · Court Records (to detect criminal acts reported under your identity)

Alerts & Online Dashboard: Identity Theft Protection provides a wide view of your credit history, from instant alerts if something changes, to a full year of activity. Get alerts of suspicious activity, including changes in your credit, personal or financial information.

Fraud Resolution: ADT provides 24/7 toll-free phone access to fraud resolution experts for practical guidance and help. Plus, ADT offers up to \$1 million in identity theft expense reimbursement.

No long-term contracts. Pricing starts at just \$9.99 per month (plus tax). Credit score tracking and non-credit monitoring requires an additional enrollment process and ADT will be unable to provide services until you are fully enrolled.

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

SAFETY TIPS FOR SMART CELLPHONE USE

Most people today own cell phones with the number of smartphone users increasing daily. These practices help keep mobile phone use safe and secure.

Never text and drive. If you must speak on the phone, use a speaker or headset and hands-free controls. When using your phone for navigation, set it before starting to drive or use hands-free voice recognition. Follow this same rule if driving and listening to music, audio books, or podcasts.

Be aware of the settings for each app on your phone. Many are set to run in the background gathering location data and phone identifiers. An app asking for access to data not relevant to its function is a major warning sign.



Keep your smartphone's software and operating system up to date. You can adjust your phone's settings to automatically update. Only download apps from Google and Apple's stores. Unofficial and insecure sites increase the risk of viruses infecting your device.

Monitor your phone's behavior. Changes in battery life after downloading a new app is a red flag. This can be a sign that the app is operating in the background.

Be aware of and limit the information you share on social media. Your online presence can be used by companies to construct profiles detailing your likes, dislikes, political and religious beliefs and more.

Consider a password manager app. Creating strong passwords of letters, numbers, and symbols is recommended but may be hard to remember. It is best to use different passwords for different accounts. A password manager can keep all your passwords in one encrypted and password-protected app.

Use a VPN on public Wi-Fi. When using your phone on a public Wi-Fi network instead of mobile data, a virtual private network (VPN) can help keep your data secure from others on the same public network.

Download the MyADT app from the Google or Apple store. MyADT allows you to manage your call list, view system activity, order alarm monitoring certificates, and more right from your smartphone!

WELCOME TO OUR ADT FAMILY



Welcome Cascade Lakes! We thank you for the privilege to protect you. We are pleased that this beautiful community of 600 homes located in Boynton Beach, FL chose ADT to provide world class monitoring and the latest equipment and technology to their residents. ADT's Community Association Team including a dedicated liaison will provide concierge style customer care and service to ensure your complete satisfaction.

ADT ALWAYS THERE, NOW EVERYWHERE YOU GO



Stay connected and protected. With the ADT Go app, you and your family can take the safety and security of ADT with you as you go about your busy day. Consider it portable peace of mind.

- SOS Emergency Response. With ADT Go, you and your family members are one button away from help in an emergency.
- ADT Go's crash detection and drive report adds another level of safety on the road.
- Location Sharing. ADT Go with real-time GPS location data and private family maps can be especially helpful in reassuring families of all ages of the location of their loved ones.

Premium service is \$9.99 a month plus tax for the account owner which includes their circle members. Features include driving speed and activity alerts, distracted driving monitoring, crash detection and response, 24/7 roadside assistance, 24/7 live agent support, and ADT SOS button with 24/7 ADT professional response. To get started, download the ADT Go app from the Google or Apple store.

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



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Fax: 954-272-7844

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.

TURN ALEXA INTO YOUR PERSONAL ASSISTANT

The Alexa voice service is a seamless and easy way to access your ADT mobile app using just your voice. Ask Alexa to arm and disarm your system, control your lights and locks, and even open or close your garage door. Setup is as easy as adding a new skill to Alexa.

- * **Voice Control.** Use your voice to control multiple functions of your ADT smart security system.
- * **Easy Access.** Easily add the ADT smart home skill to Alexa.
- * **Smarter and More Secure.** You get the hands-free convenience of Alexa with peace of mind from America's leading security company.

Call our Community Association Service Center at 800-878-7806 for more details on Alexa and ADT's Interactive Service options!

Alexa



**Requires Internet connectivity, a compatible Echo device, and enrollment in Amazon Alexa app and ADT interactive services.*

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