



Community
Association
Program

COMMUNITY ASSOCIATION NEWSLETTER

FALL- WINTER 2014

Devcon is now ADT® Security Services

Now that ADT is your security service provider, we are proud to announce the ADT Community Association Program (CAP). You will now receive exciting new benefits from ADT's first-ever program dedicated to serving community associations. **This is a program expanded from what you have enjoyed in the past.**

You'll have the same dedicated Community Association Team that you have come to know and trust – one that specializes in the needs of community associations. That means you'll continue to have exclusive access to home security professionals that will help you set service appointments, test the security system and obtain technical support. Also, you'll now receive expanded support to meet all your needs – 24/7.

Moreover, the program offers special VIP service like never before, where you'll enjoy these exciting benefits:

- World class, concierge-style customer care available 24/7
- Dedicated technical support
- Savings on service & feature enhancements
- Quarterly community association newsletters
- Special offers on advanced home security and automation solutions – ADT Pulse®

With ADT CAP, you'll experience the peace of mind that comes with having America's #1 security company on your side. All this is backed by 140 years of industry experience. Over 100,000 community association residences are already secured by ADT. You can also count on us to help you stay protected and connected.

As a resident of your community, you'll enjoy greater "insider" value than what you'll see advertised. These exclusive benefits are only available through our Community Association Service Center at 800-878-7806.

Thank you for being a valued member of our ADT family!

FLORIDA COMMUNITIES OF EXCELLENCE AWARDS



Representing the pinnacle of achievement for Florida's community associations!

In its 7th year, Florida Communities of Excellence Awards was created to honor the state's most outstanding community associations. With an expanded number of categories for large and small communities we encourage you to participate in this prestigious program. Submissions for the 2015 Awards are now being accepted online at communitiesofexcellence.net.

More than half a million property owners have participated in the Awards since they were founded in 2009. The deadline is midnight January 31, 2015. There is no entry fee.

The Awards will take place on May 15, 2015 at the Seventh Annual Conference and Awards Ceremony at the Bonaventure Resort in Westin, FL. ADT Community Association Program is a proud sponsor. We are pleased that many of our communities are past award recipients including the coveted **2014 HOA Community of the Year**, presented to **VeronaWalk of Naples!**

FLCAJ Readers' Choice Awards

We are proud to announce that, for the 2nd year, ADT / Devcon Security has been nominated for the FLCAJ Readers' Choice Awards in the Safety and Security category! We truly appreciate this honor.



As a valued member of our ADT family, you know how meaningful it is to our Community Association Team to have the privilege of servicing you and to receive your ongoing support. Therefore, we would greatly appreciate you taking a moment to vote for ADT.

Last year, your votes helped us win the Platinum FLCAJ Readers' Choice Award! Please help us retain our title!!! Please vote at:

http://www.flcaj.com/readerschoice/Vote_start.cfm

We thank you for your meaningful support!

ADT'S ANNUAL DAY OF SERVICE

August 18, 2014 marked 140 years of ADT helping customers protect and connect to what matters most. On Saturday, August 16, we celebrated with our first ever company-wide Annual Day of Service, adding a new chapter to ADT's great history. By the end of the day, more than 4,000 team members and their families volunteered 13,000 hours at 150 charitable events, helping serve thousands of people in need all across North America!



ADT team members working to be of service to the South Florida community

FALSE ALARM REDUCTION TIPS

False alarms not only negatively impact on your home and personal life, but they also affect your security provider and the community. They can create dissatisfaction with your system, as well as the security provider. Additionally, police resources across the country are limited; thousands of patrol hours are spent investigating alarm reports that turn out to be false. You can take simple steps to reduce false alarms. The first is to identify common causes:

- Using incorrect keypad codes or failing to train authorized users.
- Failure to secure doors and windows once the alarm is turned on.
- Wandering pets or objects hanging by/around motion detectors.
- Re-entering the home just after leaving without disarming the system.
- Low batteries and faulty equipment.

Once the causes are identified, some basic steps should help reduce false alarms:

- Properly train all users (ie: babysitters, relatives, children, homewatch, etc.).
- Secure doors and windows before turning on alarm.
- Inform ADT of changes in emergency contacts and authorized users.
- Service and maintain the system (including batteries) properly.

If there is a question as to whether or not the security system is working properly, contact our [Community Association Service Center](#) at **800-878-7806** and test your system and devices.

NATIONAL NIGHT OUT



ADT was proud to participate in sponsorship of the 31st Annual National Night Out. The national event on August 5 involved local communities, neighborhood groups, municipalities and law enforcement agencies to raise awareness for crime prevention and generate support for local anti-crime programs. Every year, the initiative engages nearly 38 million people and more than 16,000 communities from all 50 states. "The lifeblood of ADT is our commitment to protect what matters most," said the president of ADT Residential. "We know that feeling safe in your surroundings extends beyond a secure home into the neighborhood and community. From walking to school to playing in your backyard, through this program we're helping provide families with everyday tools to address their security needs."

Joey & Katia of Sunset Lakes HOA (Miramar, Florida) won ADT's bike raffle at the association's National Night Out event!

ADT WELCOMES LEXINGTON CLUB COMMUNITY ASSOCIATION



We are very pleased that Lexington Club Community Association has chosen ADT Security to provide their residents with our 24/7 security system monitoring, service and equipment utilizing the latest technology.

We extend our warmest welcome to Lexington Club! Thank you for putting your trust in ADT Community Association Program!

ADT HOME HEALTH: PERSONAL EMERGENCY RESPONSE SYSTEM

Over the years, many of our customers have asked for a personal emergency response system that would give them additional peace of mind – especially those living alone or with health concerns. Rather than a panic button, residents have asked for a system that allows them to speak directly with ADT’s customer monitoring center operators when needed. Our personal emergency response system lets you or your loved one enjoy all the comforts, security and safety of home, with the knowledge that if there’s a fall or unexpected emergency, ADT® Health is always there.

STEP 1: 24/7 Monitoring. Powerful technology provides you with fast response protection 24 hours a day, seven days a week, 365 days a year.

STEP 2: Alarm Triggered. No matter the time of day, at the first sign of trouble simply press the button on either your waterproof wristband or pendant. A monitoring professional will be there to speak with you over the 2-way intercom. Fall Detection can automatically signal for help without the call button being pressed.



STEP 3: Fast Response. A caring professional will confirm whether you are okay or in need of assistance. If there is an emergency, the appropriate responder (emergency personnel) will be contacted to dispatch assistance to your home.

ADT Home Health offers 3 options with free installation through 12/31/14:

<p style="text-align: center;">Standard Unit Pendant or Wristband Button Traditional telephone line needed for communication</p> <p style="text-align: center;"><i>\$24.99 Monthly Fee</i></p>	<p style="text-align: center;">Standard Unit Pendant or Wristband Button Wireless Communicator No telephone line needed</p> <p style="text-align: center;"><i>\$34.99 Monthly Fee</i></p>	<p style="text-align: center;">Standard Unit Pendant or Wristband Button Optional Fall Detector Wireless Communicator No telephone line needed</p> <p style="text-align: center;"><i>\$44.99 Monthly Fee</i></p>
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Call today for more information!
Community Association Service Center
800-878-7806, Mon-Sat, 8am-8pm



Community
Association
Program

3880 North 28th Terrace
Hollywood, FL 33020
Phone: 800-878-7806
Fax: 954-926-1809
License EF0001121

WE'RE ON THE WEB!

www.MYADT.COM

Residents can view alarm activity and update contact information online! Visit our secure website to obtain operation manuals, view alarm activity, or update emergency contact information today.

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

SECURITY TIPS

- ⇒ If you've just moved into a new home, remember to change all of the locks. And if you'll be out of town, never hide a key outside your home.
- ⇒ If you are headed on vacation, don't announce it on social media! Instead, tell a neighbor that you trust.
- ⇒ Manage landscaping. The most basic measures, such as keeping shrubs trimmed so burglars cannot hide, or planting thorny bushes in front of windows often serve as deterrents for criminals.
- ⇒ Expect and prepare for the unexpected in your home. From carbon monoxide to house fire, be vigilant and use monitored security devices to protect your home and family.
- ⇒ **Lastly, regularly test and use and your security system!** Use your system whether you are at home or away! At night, set your alarm in the "stay" or "home" mode.

ADT BY THE NUMBERS

Founded in 1874 as American District Telegraph, ADT Security is one of today's most trusted, well known brands in the industry.

- Over 140 years in the security business
- Over 100,000 residences protected through bulk agreements
- Nearly 16,000 professionally trained security employees
- 19 million alarm signals answered each year
- 6 monitoring centers across the country ensuring 24/7 service



IMPORTANT ADT DEVCON SECURITY CONTACTS

Community Association Service Center
for Customer Care, Service & Sales
8:00am-8:00pm, Monday-Saturday
800-878-7806

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

John Butrim
Senior Director of Community Associations

Janett McMillan
Director of Sales & Marketing

Bari Siegall
Community Association Liaison

Eileen Arbulu
Community Association Liaison

Vanessa Vernon
Customer Service Manager

Norman "Greg" Small
Community Association Project Manager

Darion Samuels
Community Association Project Manager

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