



COMMUNITY ASSOCIATION SERVICE CENTER NEWSLETTER

JUNE- JULY 2013

YOUR COMMUNITY ASSOCIATION TEAM

Devcon is the only security company with a designated **Community Association Service Center** created to provide residents of our many community associations with world-class customer care and service. Our highly-trained customer care representatives and state-certified technicians work exclusively for you! They know what services and preferred prices you are entitled to receive as a benefit of living in your community. Our team is available to conduct Security Seminars or participate in your community meetings to discuss system operation, system enhancements and provide security tips. **Please call us at 800-878-7806 Monday—Friday, 8 AM to 5 PM. It is our privilege to be of service to you!**



Right: Vanessa Cano, Customer Service Supervisor

“TEAM DEVCON”—RAISING MONEY FOR CHILDREN IN CRISIS



“**Team Devcon**” consisting of (from left to right) John Butrim III, Kevin Woodworth, Wayne Tomlinson, Brandon Savage, and Michael Brand, recently participated in the “2013 Security 5K Run” held at the ISC West security conference in Las Vegas. The event raised money for World Vision Mission 500 a non-profit organization dedicated to serving the needs of children in crisis. We’re proud to say that our guys personally raised over \$2,000 through personal donations and donations from family, friends, and associates! Congratulations to “our” caring guys who trained for weeks leading up the event. We’re very proud of each of you! **Yeah Team!**

CONGRATULATIONS 2013 COMMUNITIES OF EXCELLENCE WINNERS

We were pleased that many members of our Devcon Security family were nominees and award winners! Congratulations to **Ed Latalladi**, and to **Ibis Property Owners Association** for winning awards in 4 categories — Civic Volunteerism & Advocacy, Disaster Preparedness, the Trendsetter Award for Innovation, Florida-Friendly Landscape AND the coveted “**2013 Community of the Year**” (large HOA) for the second consecutive year! In a separate national competition, **Ed Latalladi** was also named onsite “**Manager of the Year.**” George Kinemond accepted for **McNulty Lofts** of St. Petersburg who won a “Trendsetter” Award for innovation, Bernadette Brumfield accepted for **Ponte Vecchio HOA** the winner for “Communication & Community” and 2012 winner **Tuscany Bay** was a finalist in the category of Disaster Preparedness.



It’s not too early to start planning your entry for the 2014 awards. For more information, please visit www.communitiesofexcellence.net. Florida Community Association Journal, Becker & Poliakoff PA, and the Pen Group are founding sponsors of the **Communities of Excellence Awards**.

Ed Latalladi, CPP, CMCA, AMS (Right) representing **Ibis Property Owners Association**. As winner of the onsite **Manager of the Year**, Ed donated his cash prize to the **Wounded Warriors of South Florida**— www.wwofsf.com.



COMMUNICATION AND YOUR SECURITY SYSTEM



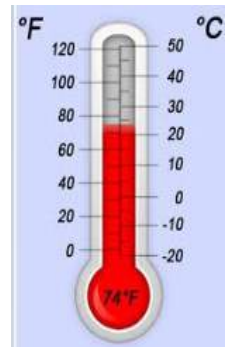
Do not suspend your phone service without securing a cellular transmitter for your security system. Without a phone line (traditional land line or voice over cable) or a cellular transmitter, your system will not be able to communicate with Devcon's Monitoring Center. **Without system communication, the siren on your system will ring in your home but Devcon will not receive any signals and therefore will not be able to dispatch emergency services.** Devcon can install a cellular transmitter in your home for a one-time charge of just \$199. There is also a monthly transmission fee of \$9.95 per month billed to the home owner that we pass through to a cellular provider who provides a cellular line specifically for your system's communication. This is much less expensive than maintaining a telephone line and is more reliable!

WATER DETECTION & TEMPERATURE MONITORING



Your monitored security system can help you keep track of your home and potential problems whether you are at home or away. Devcon's monitored flood detectors can help protect your home against water damage. Minor floods from leaking water heaters or faulty water pipes can cause extensive damage when undetected.

A Devcon temperature sensor can help monitor your home's cooling system by detecting significant increases in temperature. An undetected A/C failure can subject home contents to heat damage and increase the potential for mold. When a sensor signals an alarm, our Monitoring Center will notify you. These sensors can be invaluable in seasonal homes that are unoccupied for extended periods of time!



STAYING SAFE ON SOCIAL NETWORKING SITES

Social networking sites are websites that let people socialize online, send messages to one another, share interests and information, chat, meet people, and post information, photos and videos about themselves for others to see. Some well-known social networking sites are Facebook, Twitter, Instagram, etc. When deciding how much information to reveal, it is important to exercise caution. Children are especially susceptible to the threats that social networking sites present. Although many of these sites have age restrictions, children may misrepresent their ages so that they can join. To protect yourself and your family:

- Limit the amount of personal information you post. Do not list your address, phone numbers, schedule or routine. Do not post when you're planning to be away from your home. Wait to post vacation pictures until your return.
- Remember that the internet is a public resource. Only post information you are comfortable with anyone seeing. Once you post information online, you can't retract it. Even if you remove the information from a site, saved or cached versions may still exist on other people's computer systems.
- Be wary of strangers. If you interact with people you do not know, be cautious about the amount of information you reveal or agreeing to meet them in person.
- Evaluate your settings. Take advantage of a site's privacy settings. The default settings for some sites may allow anyone to see your profile, but you can customize your settings to restrict access to only certain people.
- Check privacy policies. Some sites may share information such as email addresses or user preferences with other companies.
- Use and maintain anti-virus software. Anti-virus software helps protect your computer against known viruses, so you may be able to detect and remove the virus before it can do any damage. Because attackers are continually writing new viruses, it is important to keep your protection up to date.

THE 2013 ATLANTIC HURRICANE SEASON BEGINS JUNE 1ST



History has shown that a lack of hurricane awareness and preparation are common threads among all major hurricane disasters. Devcon Security's monitoring center operates 24/7/365 and will be fully staffed and operating throughout the season and throughout every storm. Housed in a concrete building rated to withstand a category five hurricane, our monitoring center is supported with triple redundancy, three large commercial generators, UPS systems, and sonet ring technology.

By knowing your vulnerability and what actions you should take, you can reduce the effects of a hurricane disaster.

Self Sufficiency: Plan on being self-sufficient for at least three days after a hurricane hits your area. Emergency crews and government agencies will likely be tending to the hardest hit areas, so you should not rely on their assistance immediately following a storm.

Evacuations: Do you live in an evacuation zone? If so, do you know where you will go if an evacuation order is issued for your area? Only go as far as you need to get to a safe location. Leaving the county and driving long distances are not advisable. A storm may change direction at any time, and debris scattered by a storm may make returning extremely difficult.

Emergency Contacts: Establish reliable emergency contacts inside and outside our region to ensure that your loved ones know the status of you and your family. Going to a hurricane evacuation shelter should be considered a last resort. They can get full and do not have the comforts of a friend's or relative's home.

Special Medical Needs: Do you or a relative have special medical needs? Be sure to make appropriate arrangements for them and have prescriptions filled in advance. You also can register them for accommodation at a Special Medical Needs Shelter.

Pets: Don't forget your pets! Make sure you have enough food and water for them and keep them indoors with you during a storm. Know the local shelters for your area and if they accept pets.

Here are some things you can do to prepare your security system this season:

- **Test your alarm** to make sure that all door contacts, window contacts, and motion detectors are functional. Call Devcon to test and verify the signal transmission to our Central Station.
- **Assess your system** to determine if you have adequate coverage. Upgrades available include monitored fire protection, flood sensors, electrical surge protection, and monitored carbon monoxide detectors. A carbon monoxide detector is especially important if you run a gas powered generator near your home. Always run generators outside your home and away from doors and windows.
- If you lose power for an extended period, your battery will run low and may require you to enter your code+off during the process. Your battery should recharge when power restores.

Keep in mind that during a storm, the police, EMS, & other authorities may not be able to dispatch personnel. If Devcon receives your alarm, authorities may not respond if they deem conditions to be too dangerous.

Call our **Community Association Service Center** at **800-878-7806**
Mon-Fri, 8-5, with questions or discuss the upgrades for your system.

DEVCON IS YOUR FULL SERVICE PROVIDER

Devcon Security is the premier security services provider to community associations. Our Central Station provides 24/7 monitoring services with U.L. and F.M. approvals, and a Five Diamond rating. In addition to residential security, Devcon can provide your community with Fire & Security Equipment Installation, Fire System Monitoring, Fire Inspections & Service, Cellular Communication, Video Surveillance & Video Verification, Access Control, Biometrics Systems, and Perimeter Protection Systems. Please call our **Community Association Service Center** at **800-878-7806** to discuss these options!





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 Fax: 954-926-1809
 License EF20000763

SECURITY TIPS

Keeping your home and loved ones safe requires an ongoing effort. The most important practice is to arm your security system every day. You should use it day and night, when you are home and when you are away. A burglar can attempt to enter your home at any time. Your monitored Devcon Security System can help to scare an intruder away while signaling our monitoring center to alert you and send help!



WE'RE ON THE WEB!

WWW.DEVCONSECURITY.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.

DEVCON IN THE COMMUNITY

Devcon Security is proud to have supported the following charities over the past year through our community associations: BallenIsles Charities Foundation, Polo Partners for Blue, Wycliffe Charities Foundation, Inc, Jewish Federation of South Palm Beach County (partnered with Stonebridge), Susan G Komen for the Cure (partnered with Woodfield Country Club), HDSA/South Florida Chapter (partnered with Harbour Islands and The Continental Group), Boca West's Foundation and Chapter of the Pap Corps. We thank these organizations for their important work and humanitarian efforts!

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



IMPORTANT DEVCON SECURITY CONTACTS

Community Association Service Center
 for Customer Care, Service & Sales
 8:00am-5:00pm, Monday-Friday
800-878-7806

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

John Butrim
 Director of Community Associations

Janett McMillan
 Director of Sales & Marketing

Bari Siegall
 Community Association Liaison

Vanessa Cano
 Customer Service Supervisor

Norman "Greg" Small
 Operations Manager

Darion Samuels
 Field Supervisor



Our Promise to Our Customers

**We protect what you love.
 You deserve the best.
 We listen to you.**

Devcon Is Always Here For You
 Home Security · Business Security
 Remote Access · Interactive Services
 Video · Home Automation

Please share this information with board members & community residents!