



Community  
Association  
Program

## COMMUNITY ASSOCIATION NEWSLETTER

SPRING 2016

### READER'S CHOICE DIAMOND AWARD



We are very proud to announce that **ADT's Community Association Program (CAP)** has been voted a Florida Community Association Journal (FLCAJ) Readers' Choice Award winner for the **THIRD YEAR IN A ROW!** This year, ADT's CAP team is receiving recognition as a **Diamond Award winner in the Safety & Security category.** This is the highest award possible recognizing ADT CAP as the "best of the best" in service to community associations! In the third annual voting, 265 service providers were nominated, over 5,000 ballots were cast and ADT was one of the highest vote recipients across ALL categories. What makes this award great is that the majority of votes come from board members and property managers of community associations we protect. Thank you!

Winning this award is a team effort and wouldn't be possible without the tireless dedication of the CAP team as well as all other departments within ADT that help us drive a world class customer experience. We sincerely appreciate everyone that voted to make ADT's Community Association Program Diamond Award possible! We will always strive to deliver the highest quality monitoring and services and remain your top choice for safety and security!

### AVOID DOOR-TO-DOOR ALARM SCAMS

Everyone wants to feel safe in their home, so when someone knocks on your door representing home security, their pitch can be convincing. The Federal Trade Commission (FTC), the nations' consumer protection agency, and ADT urge you to use caution to avoid door-to-door alarm scams.

#### The top 5 lies used in door-to-door security system sales:

1. **The security system is completely free.** A misleading sales tactic commonly used is to offer a free system or a free upgrade. Then they install a brand new system and coerce the homeowner into signing a new contract with monthly fees.
2. **This offer is only available for a limited time.** The salesperson may try to create urgency by saying the offer is only available for a limited time. With this pressure, customers may not take the time to verify the authenticity of the person and the offer.
3. **There has been recent crime in your area.** The salesperson may also make vague references to recent break-ins around the area, or use crime statistics and maps. This strategy uses fear, uncertainty and doubt to close the deal.
4. **Our installation is top-quality.** The reality is that in most cases, the salesperson is a contractor paid on commission and has no long-term investment in the company or the customer.
5. **I'm from your current home security company.** ADT representatives and technicians are our own security professionals who are background checked, drug-tested, and carrying ADT identification to give you peace of mind in those entering your home.

**So what should you do if someone knocks on your door asking about your alarm system or service? Do not allow them to enter your home. Ask for identification. Call ADT to confirm.**

**Community Association Service Center**  
**800-878-7806**



**ADT PULSE<sup>SM</sup> LIFESTYLE MANAGEMENT AND REMOTE SECURITY**

**ADT's Pulse<sup>SM</sup> 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.

**The Nest Learning Thermostat programs itself, then pays for itself.** It learns from you and your home, programs itself automatically, and helps save energy when you're away. With **ADT Pulse<sup>SM</sup>**, you can control your Nest thermostat using your phone, tablet, or laptop. In independent studies, the Nest Thermostat saved an average of 10-12% on heating bills and 15% on cooling bills!



- ◇ **Auto-Schedule.** No more confusing programming. Nest thermostat learns the temperatures you like and programs itself
- ◇ **Auto-Away.** Nest thermostat automatically turns itself down when you're away to avoid heating or cooling an empty home
- ◇ **Nest Leaf.** The Nest Leaf appears when you turn the Nest thermostat to a temperature that's energy efficient. It guides you in the right direction
- ◇ **Remote control.** Connect through **ADT Pulse<sup>SM</sup>** to view settings and change the temperature from your smartphone, tablet or laptop

**ADT Pulse<sup>SM</sup> Door Locks and Garage Door Controllers®** provide convenience and security when you are on the go. Schedules can be hectic with work, travel and keeping up with your children's activities. But the housekeeper, dog walker and babysitter still require access to your home.

- ◇ **With ADT Pulse<sup>SM</sup> Door Locks**, you no longer have to hide or give away an extra key. You can now have the ability to remotely lock and unlock your doors and check on lock status anytime, from any internet-connected device. Even receive text or email alerts when the door has been locked or unlocked, letting you know when someone is coming and going.
- ◇ **The ADT Garage Door Controller®** lets you open and close your garage door from anywhere, and notifies you of any activity.
- ◇ **Door locks are available in your choice of three finishes:** Venetian Bronze, Satin Nickel, or Polished Brass.



**ADT SAFEWATCH CELLGUARD**



Your security system needs a means of communication to transmit signals to the ADT Central Station for monitoring. If a burglar cuts your telephone line, if you suspend your telephone service, or if your voice-over cable telephone service goes down, your security system may no longer be able to transmit alarm signals.

**ADT's Safewatch CellGuard** connects to your security system and provides a cellular line from a cellular provider specifically for your system's communication. Signals are transmitted over a digital cellular line instead of (or in addition to) your telephone line. This process of signal transmission is more reliable and less expensive than maintaining a telephone line.



**For more information and to discuss the compatibility of these options with your system Call our *Community Association Team* at (800) 878-7806 Mon-Sun, 7am-11pm!**

## ADT MEDICAL ALERT SYSTEMS

**Your independence means everything. Let ADT protect it!** Discussing emergency response systems isn't always easy. But it is important. As age and health concerns pop up, it's crucial to have reliable support. That's why we offer ADT Medical Alert Systems. Our state-of-the-art systems boost the user's independence and loved ones' peace of mind. The simple push of the lightweight, waterproof help button signals a trained Monitoring Professional. They will speak over the base unit and can call emergency services as needed. This saves precious time and provides confidence that care is always there.

ADT's Basic and Plus systems are perfect for use around your home, while our new On-The-Go Emergency Response System provides a safety-net to users as they go about their daily lives - both inside and outside the home.

- 24/7/365 Professional Monitoring by ADT
- Two-way Voice Communication to Trained ADT Professionals
- Wearable Waterproof Personal Help Button
- Fall Detection Pendant Available\*
- Price-Lock Guarantee - We'll Never Raise Your Rates!
- Lifetime Warranty with No Long Term Contract

*\*Fall detection requires additional fee. Fall detection pendant may not detect 100% of falls. If able, user should always push their help button when they need assistance.*



Medical Alert Basic



Medical Alert Plus



On-The-Go Emergency Response

## TEST YOUR SECURITY SYSTEM

Periodic testing of your alarm system is essential to ensure proper function. Residents should test their system each month. It is especially important that seasonal residents test their systems before leaving their homes and upon return. There are two types of tests to perform: testing the operation within your home and testing the signal transmission from your home to the Central Station.

### Testing the operation of all door and window contacts, and motion detectors:

1. Verify that your system is in "ready" mode. **Do not arm it.**
2. Open each protected door or window, one at a time.
3. Check to see that the keypad displays the zone you are testing is open.
4. Close the respective door or window. The keypad should display "ready."
5. Repeat this procedure for each sensor in the system.



### Testing the signal transmission to the Central Station:

Some systems are programmed to transmit monthly timer tests to the Central Station. You can check online or call ADT to see if your system has reported signals or a monthly timer test, or:

1. Call ADT Security's **Community Association Team** at **800-878-7806** to place your system in "test" mode. You must give your password to the operator.
2. 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.
3. Turn off your system and reset it to "ready" mode.
4. Call ADT to verify that the signal was received and take your system off test.



Our **Community Association Team** and Central Station are staffed 24/7 to provide phone support when you call. If on-site service is needed, an appointment can be scheduled for a technician to visit your home. ADT technicians are security professionals who are background checked, drug-tested, identified by an ADT uniform and driving an ADT truck to give you peace of mind in those entering your home.



Community Association Program

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**WE'RE ON THE WEB!**

[www.MyADT.com](http://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.

**WELCOME VILLAGE OF DORAL DUNES**

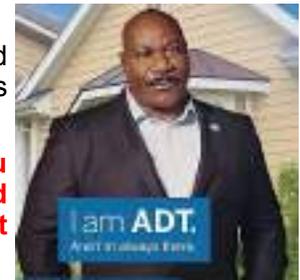


We are proud that **Village of Doral Dunes** in the City of Doral, Florida has joined our ADT Community Association Family. We thank you for choosing ADT to provide your residents with new security equipment with the latest technology and capabilities in addition to monitoring and concierge level services.

**We welcome you and look forward to a long and meaningful relationship.**

**SECURITY TIPS**

- Update the contact information on file for your account with ADT. Make sure we have your current home and cell numbers. Review your contact list for accuracy. You can access your account by calling our **Community Association Team** at **800-878-7806** or by visiting our secure website, [www.MyADT.com](http://www.MyADT.com).
- Limit ability for others to see inside your home. If you have a garage, do not leave the overhead door open for extended periods. Close blinds and drapes at night — especially those in the back of your home.
- Do not leave valuables like money and jewelry or sensitive documents such as financial statements in open view of visitors.
- **Use your alarm system both when you are home and away. In most reported burglaries, the security system was not armed!**



**IMPORTANT ADT SECURITY CONTACTS**

**Community Association Service Center**

for Customer Care, Service & Sales  
7:00am-11:00pm, Monday - Sunday  
**800-878-7806**

**Monitoring Center (24 Hours)**

to cancel an alarm  
**800-226-2351**

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