



**Security
Services**



COMMUNITY ASSOCIATION SERVICE CENTER NEWSLETTER

SUMMER 2014

WHY COMMUNITY ASSOCIATIONS CHOOSE ADT DEVCON SECURITY

When you want to do everything you can to safeguard your loved ones, your home, and your treasured possessions, count on ADT Devcon Security and our Community Association Team. You receive the highest level of customer care and service from our Community Association Service Center and are monitored 24/7 from our state-of-the-art monitoring centers by our own employees who are highly-trained security professionals.

The Most Experience: ADT is the only security company that can say we've been providing alarm monitoring services 24 hours a day, 365 days a year to homes and businesses alike for over a century. When it comes to the safety and security of your family, you can count on our knowledge and expertise.

The Best People: As soon as an alarm signal is received by our Monitoring Center, a well-trained, helpful professional will notify you and your local police, fire department or emergency personnel. You can count on us to be at the ready 24 hours a day, 365 day a year. Our team of security professionals will always be there to offer protection to you and what you value most.

Innovative Technology: Our nationwide Customer Monitoring Centers are operated by state-of-the-art technology backed by powerful equipment and secure communication links. It is this nationwide connection and innovative security technology that gives us the ability to provide security protection during adverse conditions.

*Exciting plans are underway to expand our **Community Association Service Team** and extend our hours of operation, starting this Fall. Watch for updates in our next Newsletter!*

HURRICANE SEASON 2014



June 1st, officially marked the beginning of the 2014 Hurricane Season which runs through November 30th. Here are some steps to take today to ensure you're prepared this hurricane season:

- Prepare an emergency supply kit (water, nonperishable food, prescriptions, pet food, flashlights, batteries, first aid supplies, basic tools, work gloves).
- Store insurance policy information in a safe place, electronically and hard copy
- Create an inventory of your valuables. Take photos or videos.
- Check hurricane shutters/obtain plywood, store outdoor furniture and loose objects
- Review family evacuation and/or safe room plans
- Make arrangements to keep pets safe during a storm
- Update your emergency contacts on file with ADT Devcon Security

Plan ahead! If you wait until a storm watch or warning is declared, you may not be able to obtain all of the supplies you need to ride out a major storm. Typically, food and drug stores are extremely crowded just before a storm, and may be closed for days after. Keep a two-week supply of basic food and water supplies and prescription drugs on hand. It's also a good idea to have cash on hand. If the power goes out, banks may be closed, ATMs may not work, and you may need cash for groceries, gas, etc. If you plan to evacuate to a shelter, be sure to bring along a survival kit sufficient for all family members. Remember: pets are not allowed at most shelters so you may wish to make arrangements to stay in a pet-friendly hotel for the duration of the storm.



ADT DEVCON SECURITY OPTIONS AND ENHANCEMENTS



Wireless Security

Easily install and expand your system with wireless security options like motion and glass-break detectors, smoke and carbon monoxide sensors, or remote keyfobs.



Securing Communications

Ensure your system continues to communicate even if your landlines are down. A digital communicator can send digital signals from your system without a phone line.



Medical Alert

At the press of a button, transmit a medical alert signal to our 24/7 Monitoring Center or you can connect with a real person using our two-way voice intercom system.



Remote Access

ADT Pulse® Interactive Services provide control over your security system using any web browser on a PC, smart phone or tablet as if standing in front of your keypad.



Video Surveillance

See inside or outside your home in real time from your computer, smart phone, or tablet. Watch secure, real-time video from monitored areas of your home.



Energy Management

Balance energy consumption and save money by easily adjusting and scheduling lights and thermostats that are connected to your security system.

SECURITY SYSTEM DIGITAL COMMUNICATOR: SECURE & RELIABLE

Your security system needs a means of communication to transmit signals to our Customer Monitoring Center. There are three ways in which your security system may transmit signals:

- Transmission over a regular telephone line
- Transmission over broadband cable service (i.e.: Comcast Digital Voice or AT&T U-verse)
- Transmission using a Digital Communicator (purchased from ADT Devcon Security)



Please call us before changing communication. Some older systems have compatibility issues!

If you do not have an active telephone line (land line or digital voice over cable), ADT Devcon offers a **Digital Communicator** that connects to your security system. Alarm signals are transmitted via cellular instead of (or in addition to) your telephone line. The digital communicator may be used as primary method of transmission or as backup to your traditional telephone line or cable in case the telephone line is cut or the cable goes down.

Without a phone line or a Digital Communicator, your system will not be able to communicate with ADT Devcon. Without communication, the siren on your system will ring in your home but ADT Devcon will not receive any signals and therefore will not be able to dispatch emergency services.

ADT DEVCON AND COMMUNITY NEWS



ADT Devcon Security was presented with the Gated Community Security Managers Association "Vendor of The Year Award" for the second year in a row! GCSMA is dedicated to sharing ideas, experiences and knowledge related to the security of gated communities. **Visit the GCSMA website: www.securitydirectors.net**



Congratulations to VeronaWalk of Naples 2014 HOA Community of the Year!



We are pleased to congratulate VeronaWalk of Naples for their category wins in "Energy and Efficiency" and "Safety and Security" and for being named **2014 Florida Communities of Excellence HOA Community of the Year!** VeronaWalk is serious about ensuring the safety and security of their residents. Therefore, we are proud that VeronaWalk is a valued member of our ADT Devcon Security Family! In 2013, VeronaWalk received the "Trendsetter Award."



To see the details and all of the winners, visit: <http://communitiesofexcellence.net/>

YOUR SYSTEM AND THE ADT DEVCON CENTRAL MONITORING CENTER

When an alarm is triggered, your security system transmits a signal to our Central Monitoring Center (either by your telephone line or GSM transmitter).

1. Our operators first call the premises. If the password is given and we are told it is a false alarm, our operator will clear the signal from our alarm buffer. If the correct password is not given or if emergency personnel are requested, we will dispatch police, fire, or medical personnel as appropriate.
2. Enhanced Call Verification. If there is no answer at the premise, our operators call the next customer-provided phone number (such as a cell phone) to attempt to verify the alarm. If there is no answer at the premises or the 2nd contact, emergency personnel (Police, Fire, or EMS) are dispatched.
3. Call List Notification. Following dispatch, our operator will attempt to reach someone on your Call List to advise of the alarm and that Emergency Personnel have been dispatched.

Please call our *Community Association Service Team* at **800-878-7806 to ensure that your Emergency Contact List is up to date and current!**

COMMUNITY ASSOCIATION MANAGERS AND BOARD MEMBERS



At ADT Devcon Security, everyone's first priority is to provide the highest level of service to our community associations, property managers, and home owners. Our periodic newsletter is intended to keep you and your residents up to date on the latest security news and opportunities. We depend on you to share and distribute this information with your residents via e-mail, website, etc.

Has your community experienced new sales, rentals, or seasonal residents? We are happy to provide you with letters for closing packages for new residents as well as window decals, alarm permit forms, and emergency contact sheets.

We have team members available to visit your community to conduct a security seminar promoting security awareness and discussing the services available to your residents from ADT Devcon. Please let us know if you are planning any community events that you would like ADT Devcon to attend. At ADT Devcon Security, everyone will always work to exceed your expectations. We take great pride in our caring attitude and commitment to service and value our long and meaningful relationship with you!



**Security
Services**



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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.

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

HOME SECURITY TIPS

Keeping you and your family safety is a big deal. But sometimes, it's the little changes you make that add up to a big difference. We've collected these residential security tips to help every member of the family feel safe and secure:

1. Inspect smoke and carbon monoxide detectors for dust and lint build up that can hinder sensors.
2. Never put outgoing mail containing personal information in an unsecured out-box for pick up.
3. To help prevent tipping off burglars, if you plan to be away from home for an extended period of time, set your phone ringer to the lowest volume.
4. Never leave notes on your door for service people or visitors when you are not home. It's a signal to burglars that the home is empty.
5. Install motion lights around your home and use timers to turn on/off if planning to be away. Lighting is an inexpensive deterrent.
6. **ALWAYS USE 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'S GOLDEN RULES OF CUSTOMER OBSESSION

1. Treat every interaction as if it is the only one you will have that day
2. Treat every customer as if they are the only customer we have
3. Treat every customer as if they were a friend or family member

ADT Always There®



IMPORTANT ADT 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
Senior Director of Community Associations

Janett McMillan
Director of Sales & Marketing

Bari Siegall
Community Association Liaison

Vanessa Vernon
Customer Service Supervisor

Norman "Greg" Small
Operations Manager

Darion Samuels
Field Supervisor

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