



Community  
Association  
Program

## COMMUNITY ASSOCIATION NEWSLETTER

SUMMER 2016

### MANAGERS OF THE YEAR



Congratulations to Scott Ellison, CMCA, AMS and Gregory Dean Lerner, 2016 On-Site and Portfolio Managers of the Year, respectively. Congratulations to Joan Burress, Woodfield Country Club, Top 10 Finalist.

ADT Community Association Program is a proud Gold Sponsor of The National "Manager of the Year" Award. The MOTY Award is the premier award for community managers with over 500 managers participating since its inception four years ago. The contest is open to professional Community Managers across the nation who are actively engaged in managing association-governed communities. Managers can apply in one of two contest categories: On-Site Managers and Portfolio Managers. Winners receive a cash prize of \$5,000 in each category!

Applicants provide detailed information about their professional qualifications and responsibilities, and answer key questions related to the management of their Association clients. The field is narrowed and Stage I finalists are asked to provide a photo essay that counts for a percentage of their vote in Stage II. The top 10 in each category are identified. **We're proud that our own Joan Burress, LCAM, PPME (left) of Woodfield Country Club was a 2016 Top 10 finalist. Congratulations on this major accomplishment, Joan!**



The eligible submissions are judged to determine the Top 3 Finalists in each category who will enter the final stage of the contest. Stage III includes Online Voting. Overall winners are determined by a vote conducted by Popular, Sponsors and Council of Community Association Professionals (CCAP), an independent panel. 2016 winners in were announced during the CAI Annual Conference & Exhibition in Orlando, FL.

**Applications for the 2017 MOTY Award will begin on September 1, 2016. Please visit [www.manageroftheyear.org](http://www.manageroftheyear.org) to apply or nominate the manager of your community. All of us at ADT congratulate the 2016 finalists and winners and wish the 2017 candidates the best of luck!**

### INTRODUCING THE RING DOORBELL

**ADT and Ring** have partnered to provide you an even greater integration of your connected home and the safety of your family. Ring is a Wi-Fi connected, HD video doorbell that enables you to monitor your front door from anywhere via the free Ring app. With Ring, you can see and speak with anyone at the door, giving potential intruders the impression you are home.

Now, with **ADT Pulse®** integration, you can make your home even more secure by locking the door, turning on the lights, and activating your ADT security system directly within the Ring app, all while seeing who is at the door.

Ring provides live video and audio, night vision and motion detection. Installation can be hardwired using pre-existing wiring or wireless. You can have more than one Ring doorbell to protect multiple entrances—all integrated with ADT Pulse®.

**Approximately 34% of break-ins occur through the front door.** Call us at 800-878-7806 to add the protection of Ring Doorbell to your ADT Pulse® service.



**Ring Doorbell  
now integrates  
with ADT Pulse®**

**2016 FLORIDA COMMUNITIES OF EXCELLENCE**



The Florida Communities of Excellence Awards is the a comprehensive, independent recognition program for the tens of thousands of community associations throughout Florida. Founded in 2009, the program enables the top communities in Florida to document their successes and enable others to learn by example. ADT Security Services is proud to be a Diamond Sponsor and the Sponsor of the Safety and Security category. This year we are honored by our communities featured as winners in the Energy Efficiency and Financial Innovation categories. **We are proud to see David Givney recognized as a Manager of Excellence — a prestigious designation only 43 managers have earned since the program started 8 years ago!**

**Congratulations to the 2016 Florida Communities of Excellence Awards Finalists & Winners!**



**Financial Innovation**  
Sunset Lakes Master Asso.  
Miramar, FL  
Finalist



**Energy Efficiency**  
Tuscany Cove Master POA  
Naples, FL  
Winner



**Manager of Excellence**  
David Givney  
Tuscany Cove MPOA  
Naples, FL

**YOUR SECURITY IS OUR FIRST CONCERN**

Some home security companies are training their sales representatives to be dishonest and deceptive, and to use misleading tactics to get into your home. By seeing the ADT sign in your yard, they may falsely associate themselves with ADT to trick you into switching services.

**Protect yourself from fraud by following these tips to prevent sales scams before they happen:**

- ADT Representatives or ADT Authorized Dealer representatives will carry proper company issued identification. Ask to see official company issued identification. If they don't show it, don't believe it.
- When in doubt whether ADT or an ADT Authorized Dealer was sent to upgrade or test your system, call the Community Association Service Center at 800-878-7806 before you let them in your home.
- Be cautious. Do not sign any documents without thorough review.



**Here are some common phrases that unscrupulous sales representatives from other companies use to enter the homes of ADT customers:**

- "We are here to upgrade your ADT system."
- "I'm with the company that manufactured your alarm system."
- "ADT just monitors your home; they do not service the equipment."
- "Your service will be cancelled because Protection1 is taking over ADT."



**If you suspect a sales scam, deny the representative access to your home & report the incident:**

- Call the ADT Community Association Service Center, 800-878-7806
- Contact the Better Business Bureau or your Local Law Enforcement
- Inform your Community Association — and alert your friends and family

**For more information and to discuss the compatibility of these options with your system Call our *Community Association Team* at (800) 878-7806**

## HURRICANE SEASON 2016



The Atlantic hurricane season runs from June 1 to November 30. A hurricane watch is issued when there is a threat of hurricane conditions within 24-36 hours. A hurricane warning is issued when hurricane conditions are expected in 24 hours or less. While residents should not live in fear, ADT recommends making advance preparations for the greatest safety and security.



- **Have an evacuation plan.** While it may be safe to remain home during most storms, have an emergency plan in case evacuation is necessary. Check with your local emergency management office or American Red Cross chapter, and ask for the community hurricane preparedness plan. This plan should include information on the safest evacuation routes and nearby shelters. Learn safe routes inland. Be ready to drive 20 to 50 miles inland to locate a safe place.
- **Make arrangements for pets.** Pets may not be allowed into emergency shelters for health and space reasons. Contact your local humane society for information on local animal shelters.
- **Make sure that all family members know how to respond after a hurricane.** Teach family members how and when to turn off gas, electricity, and water. Have disaster supplies on hand (non-perishable food, water, first aid supplies, flashlights and batteries, etc).
- **Protect your windows and home.** Hurricane shutters or impact windows are the best protection. A lower cost approach is to put up plywood panels. Trim back dead or weak branches from trees. Check into flood insurance through your local agent, the National Flood Insurance Program or emergency management office. There is normally a 30-day waiting period before a new policy becomes effective. Homeowners policies may not cover damage from the flooding that accompanies a hurricane.
- **Develop an emergency communication plan.** In case family members are separated from one another during a disaster, have a plan for getting back together. Ask an out-of-state relative or friend to serve as the "family contact." After a disaster, it's often easier to call long distance. Make sure everyone in the family knows the name, address, and phone number of the contact person.
- **Don't operate a generator inside the home, in the garage or near open windows.**
- **Assess your security system to ensure you have adequate coverage.** Consider additional protection like a monitored carbon monoxide detector, smoke or heat detectors, flood sensors, and electrical surge protection. Update your emergency contacts by visiting [www.MyADT.com](http://www.MyADT.com) or by calling our **Community Association Service Center** at **800-878-7806**.

The ADT Community Association Team is proud to welcome three new communities to the ADT family!



**Welcome Addison Reserve**  
Delray Beach, Florida

We are proud that one of the nation's premier communities, Addison Reserve, is now a valued member of our ADT family. As a distinguished *Emerald Club Award* recipient and *Platinum Club of America* community, security is paramount. We are pleased to provide new security systems, monitoring, service and Dual Monitoring for onsite security.



**Welcome Isola Bella**  
Lake Worth, Florida

Thank you for the privilege to provide you with 24/7 monitoring and new security systems with the latest technology and wireless capabilities. We are proud that you are now a member of our ADT Community Association family. We are happy that ADT security services are among the many amenities that beautiful Isola Bella offers to residents .



**PHILLIPS CREEK RANCH**  
Frisco, Texas

**Welcome Phillips Creek Ranch**, a new 950 acre luxury home community near Dallas, TX. Thank you for choosing ADT to provide security services to the valued residents of your prestigious community. Residents receive monitoring and cellular communication so no phone line is needed for the security system.



Community Association Program

2801 Gateway Drive  
Pompano Beach, FL 33069  
Phone: 800-878-7806  
Fax: 954-272-7844

**WE'RE ON THE WEB!**

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



**SECURITY TIPS**

**Residential crimes spike during the summer months as people set off on vacations.** ADT urges traveling home owners to take precautions before leaving. A little extra vigilance will help keep your property and belongings safer while you are away.

**Ideal targets for burglars are homes with indications that no one will return soon.** Remember to stop mail and newspaper deliveries. Arrange to have someone check your house periodically. To help create the illusion that the residence is still occupied, invest in timers that turn on the interior lights for a few hours every evening.

**Use caution when posting to social media like Facebook, Twitter, and Instagram.** The less information you put out there, the less likely it is to reach the wrong ears and eyes.

**Many break-ins happen without the use of force. Make sure to lock your doors and windows.** Do not leave spare keys hidden outside. Instead, give a spare to a friend or neighbor or leave one in a combination lockbox on your door (available from most hardware stores).

**Consider call forwarding instead of stopping and starting your service.** Do not have your answering machine alert callers that you are away. Your security system needs a means of communication to transmit signals to our monitoring center. If you will not be maintaining your landline, ADT offers a Safewatch CellGuard to transmit alarm signals over a digital cellular line instead of (or in addition to) your telephone line.

**Advise ADT when you will be gone for an extended period and update your emergency contacts. Always remember to use your security system -- both when you are home and away!**



**IMPORTANT ADT SECURITY CONTACTS**

**Community Association Service Center**  
24 Hour Customer Care, Service & Sales  
**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

**Mike Zach**  
Community Association Sales Manager

**Bari Siegall**  
Community Association Program Liaison

**Eileen Arbulu**  
Community Association Program Liaison

**Norman Greg Small**  
Community Association Project Manager

**John Cicatello**  
Community Association Sales Project Manager

**Martha Chavez**  
Community Association Program Coordinator

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