



Community
Association
Program

COMMUNITY ASSOCIATION PROGRAM NEWSLETTER

WINTER 2017-2018

PREVENT A BREAK-IN



It's frightening to think of the possibility of returning home in the evening to find that your home had been burglarized. According to the latest FBI statistics, in 2014 there were over 8 million property crimes across the US with a total estimated loss of \$14.3 billion.

So how can you ramp up your security efforts on a daily basis to prevent break-ins and ensure that you don't become just another statistic? Your local police department is always willing to give you tips on how to make your home/neighborhood more secure, but it's always a good idea to take security into your own hands. Here are a few ideas to get you started.

Conquering the Basics

Believe it or not, many burglaries are committed through an unlocked door. Burglars will often walk right in with ease and immediately damage the sense of well-being in your home. The easiest way to prevent break-ins is make sure that all doors in your home are locked. Simple oversights like this cause families to lose countless dollars in stolen property and their precious peace of mind.

Your front door isn't the only vulnerable spot in your house. The garage door is your home's biggest door, so don't leave it exposed. Make sure to install a garage door control. There are now controls you can install to open and close your garage doors remotely from a smartphone, tablet, or computer, so you never have to worry about leaving the biggest door to your home open. The windows in your home and any pet doors need attention too. Check to make sure all areas of entry into your home are secured and locked sufficiently.

Most burglaries happen during the day, so take extra care before you leave for work or vacation. Some burglars have said that leaving a TV or radio on deterred them from entering, as they couldn't tell if someone was at home.

Use Your Security System

Arm your security system. Use your system whether you are at home or away. At night, set your alarm in the stay or home mode. When police arrived at many burglaries, they found the system wasn't armed.



Lighting

Lights are one of the main ways that you can keep intruders away from your property. In an interview with former burglars, they mentioned that typically lights deter them from entering a home. With smart lighting, you can program your lights to come on even when you aren't home. This feature has an advantage over automated timers because you can turn the lights in your home on or off as you please from anywhere with your smart device. Motion sensor lights will scare away those trying to walk into your yard and size you up.

Maintain the Exterior of Your Property

Simple maintenance issues outside of your home can put a huge target on your house. Burglars are always looking for places to hide in or around your property like tall shrubs and overgrown trees. Cut away tree branches that give easy access to top floor windows. Have the post office hold your mail when you go out of town.

Social Media

Do not post your travel plans on social media (ie: Facebook, Twitter, Instagram).

Following these tips and remembering to always use your ADT monitored security system can help you and your home from becoming a statistic.

COMMUNICATION FOR YOUR SECURITY SYSTEM

With the increasing popularity of cell phones, many home owners are choosing to drop their traditional telephone lines or select telephone services offered through VOIP or internet providers. However, the security system needs a means of communication to transmit signals to ADT. To ensure that your security system is always in communication with our monitoring center, and for homes without an active telephone line (land line or digital voice over cable), ADT offers a **Safewatch CellGuard** that connects to your security system. Alarm signals are transmitted over this cellular line instead of (or in addition to) your telephone line. This is a very reliable primary method of transmission or may be used as backup to your traditional telephone line or cable in case the telephone line is cut or the cable goes down.



The transmission fee with a ADT Safewatch CellGuard is less expensive than maintaining a telephone line!

**For more information or to place your order, please call
ADT's Community Association Team at 800-878-7806**

WHEN DID YOU LAST TEST YOUR SYSTEM?

Every month you should take a few minutes to run a security and safety check of your home. There are two types of tests to perform: testing the operation within your home and testing the signal transmission from your home to the ADT Monitoring Center. Some systems are programmed to transmit monthly timer tests to the ADT Monitoring Center. You can check your account at MyADT.com or call us to see if your system has reported a monthly timer test.

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 door or window 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 ADT Monitoring Center:

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 signal was received and take your system off test.



WELCOME EMERALD LAKE ESTATES AT THE LANDINGS



Welcome residents of Emerald Lake Estates at the Landings to the ADT Community Association Family. We thank the board members for choosing ADT and appreciate the confidence you have placed in us. You will receive the highest level of customer care and service from our Community Association Team. Everyone at ADT will always work to exceed your expectations. We take great pride in our caring attitude and commitment to service and look forward to establishing a long and meaningful relationship with you!

ADT HOME AUTOMATION WITH RING DOORBELL & SMART LOCKS

With ADT's Home Automation options, you can arm, disarm, or check your system status from virtually anywhere. By combining Ring Doorbell with a Smart Door Lock, you can visually confirm who is at your door and then remotely unlock the door to let them in. This eliminates the uncertainty of knowing who has keys to your home, and when (or if) they are coming and going.

Ring Doorbell is a Wi-Fi connected, high-definition 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. 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.

Smart Door Locks give you the ability to grant access to your home without having to make extra copies of keys. You can remotely lock and unlock your doors and check on lock status anytime, from any internet-connected device. You can also receive text or email alerts when the door has been locked or unlocked, letting you know when someone is coming and going. Locks are available in choice of finishes (nickel, brass, or bronze) to suit your needs.



ADT HOME AUTOMATION WITH THERMOSTAT CONTROL

Combining an ADT-installed smart thermostat with your home automation services allows you to control the temperature in your home through an app on your phone or your web-enabled smart device.

Auto-schedule or adjust the temperature from anywhere. You can program your thermostat to desired temperatures for different times and/or days of the week. Coming home early from work? Heading home from the airport? Still in bed and wish it was a bit warmer? If you've got your mobile device handy, you've got control of your thermostat.

Email Alerts. You can choose to receive text or email messages in the event of your home's temperature rising or falling outside of your pre-determined range.



Save Energy. The whole point of a smart thermostat is to save you money on your heating and cooling bill by using energy-saving settings. Depending on your current habits, letting the smart thermostat manage your home's climate automatically could save you a bundle.

ADT HOME AUTOMATION AND LIGHTING CONTROL

Having home Lighting Control means you can schedule your interior lights to come on at a certain time of the day or day of the week. Lighting Control provides the ability to remotely turn devices and lights on and off using a plug-in module or master switch from any internet-connected device or an app on your smartphone. Scheduled lighting provides options for energy conservation as well as increased security for your home.

Smart LED Lightbulbs: Turn the lights on and off, dim or brighten your room, and set lights according to your schedule from the convenience of your smart phone or tablet.



Z-Wave In-Wall Dimmer Switch: Adjustable dimmer for brightness control.

Z-Wave Plug On/Off Lamp/Appliance Module: Plugs horizontally into the wall without blocking the second outlet.



Community Association Program

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WE'RE ON THE WEB!

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.

ADT IS THE 2017 SDM DEALER OF THE YEAR!

SDM (Security Distributing and Marketing) Magazine annually recognizes one company as "Dealer of the Year" for demonstrating unmatched success, a high level of innovation, the use of industry best practices and notable growth and accomplishments. By a unanimous decision, the SDM editorial team selected ADT to be the 2017 winner!



ADT leadership credits the company's 18,000 employees for a dedicated and strong customer service culture.



IMPORTANT ADT SECURITY CONTACTS

Community Association Service Center & Monitoring Center (24 Hours)

24-Hour Customer Care, Service & Sales, or to Cancel an Alarm (password needed)

800-878-7806

John Butrim

Director—National Accounts
Community Association Program
Multifamily Program

Janett McMillan

Director of Sales & Marketing

Mike Zach

National Account Manager

Hal Lenoble

National Account Manager

Bari Siegall

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Eileen Arbulu

Community Association Program Liaison

Norman Greg Small

Community Association Project Manager

Martha Chavez

Community Association Program Coordinator

When you want a company that eats, sleeps and breathes security—you choose ADT.