



Community  
Association  
Program

## COMMUNITY ASSOCIATION PROGRAM NEWSLETTER

FALL-WINTER 2018

### HOLIDAY FIRE PREVENTION

Keep your holidays happy and bright by making fire safety a priority during this season. To keep your home from becoming a holiday fire statistic, here are some safety tips to follow.



- Stay in the kitchen when something is cooking. Unattended cooking equipment is the leading cause of home cooking fires (NFPA).
- Do not overload electrical outlets. Overloaded electrical outlets and faulty wires are a common cause of holiday fires. Avoid overloading outlets and plug only one high-wattage into each outlet at a time.
- Protect cords from damage. To avoid shock or fire hazards, cords should never be pinched by furniture, forced into small spaces such as doors and windows, placed under rugs, located near heat sources, or attached by nails or staples.
- Inspect electrical decorations for damage before use. Cracked or damaged sockets, loose or bare wires, and loose connections may cause a serious shock or start a fire.
- Use battery-operated candles. Candles start almost half of home decoration fires (NFPA).
- Never connect more than three strings of incandescent lights. More than three strands may not only blow a fuse, but can also cause a fire.
- Turn off, unplug, and extinguish all decorations when going to sleep or leaving the house. Unattended candles are the cause of one in five home candle fires. Half of home fire deaths occur between the hours of 11pm and 7am (NFPA).
- Keep trees fresh by watering daily. Dry trees are a serious fire hazard.
- Keep combustibles at least three feet from heat sources. A heat sources that was too close to the decoration was a factor in half of home fires that began with decorations (NFPA).

**Monitored smoke alarms and carbon monoxide detectors save lives by providing early warning alarms. ADT's Customer Monitoring Center is staffed by trained professionals using state-of-the-art technology to deliver a fast response, contacting emergency personnel when minutes count.**

### SEASONAL SAFETY TIPS



**The happiest time of the year can also be high season for opportunistic criminals.**

- Use your monitored security system. Arm your system when home and away.
- Close and lock doors and windows. If you have an overhead garage door, keep it closed.
- Outsmart package thieves. Bring packages inside as soon as possible after delivery. When possible, arrange for deliveries when you will be home.
- Be careful with social media announcements. Announcing your vacation plans broadcasts when your home will be unoccupied. This also applies to public RSVP's to holiday parties and social events. Check privacy settings before responding or posting.
- Are you planning to travel? Limit the amount of cash you carry and avoid revealing large sums of money when paying for items.

**ADT's Home Automation Systems provide options to turn lights on and off. Creating a lighting schedule helps give the appearance of being home even if you're away for extended periods. You may also add an ADT Video Doorbell for real-time alerts and a view of your front door area to see when people and packages arrive.**



**Safety Is the Best Present**

**PET SAFETY TIPS**

**As anyone with a furry friend or two can attest, your pets become an integral part of your family. More than half of American households own a pet, and 70% of those households have a dog.**

Oftentimes we may have all of our focus on the human members of our family or the stresses of everyday. This can leave your felines and canines in precarious situations when you leave the house for extended periods. Thankfully, through a combination of home security advances, pet safety, and basic home preparedness, you can ensure that your pets are happy and healthy whether you are home or not. A few pet safety tips to remember every day include:



- Extinguish any open flame such as your fireplace and any candles
- Keep any items that would cause a choking hazard out of reach
- Remove any food and household items that are toxic to pets
- Lock all windows and doors and keep the doggie door latched shut



**One of the main concerns when leaving your pet at home is fire.** Your pets can't evacuate when a siren indicates a fire in the home. By the time someone hears the siren, it may be too late for your pets and your home. Therefore, for the protection of your home, family and your pets, monitored smoke/heat detectors should be a part of your security system. These supplement your existing high voltage smoke detectors that were installed when your home was built. Adding a carbon monoxide detector is important too. These devices are monitored 24/7 and can send an alarm even if your system isn't armed.

**To ensure your pet stays cozy in your home,** smart thermostats enable you to take full control of the temperature of your home to suit your pet's needs.

**Monitor your pet sitter—**Know when your pet sitter comes and goes with ADT home automation. You receive a signal each time your system is armed/disarmed and by whom via your smartphone, tablet, or computer regardless of where you are. **Call ADT's Community Association Team at 800-878-7806.**

**WELCOME VALENCIA RESERVE, CASCADES AT ESTERO AND PARADISE FALLS**



We couldn't be more proud to welcome prestigious **Valencia Reserve, Cascades at Estero** and **Paradise Falls** in the beautiful Pocono Mountains to our ADT Community Association Family. We thank the Boards of Directors, Security Committees and Members of these exclusive communities for choosing ADT. It is our privilege to provide new security systems, 24/7 monitoring and services for your protection, enhanced lifestyle and peace of mind.

***We extend our warmest welcome to you!***

**ADT GO - OUR STORY**



*Recently, our own Senior Director, John Butrim and his family experienced the important benefits of ADT Go. Here is John's story...*

**In the midst of a car accident, you may not be able to call for help. John, and his family learned firsthand the value of ADT Go.**

On October 8, 2018, John's wife, Nina, and their three-year-old son, John IV, were on their way to daycare when they were involved in a collision. The car's airbag deployed and the front door was crushed and couldn't be opened. Nina's first concern was for her son, so she immediately crawled into the back seat to check on him. At nearly the same time, she got a call from a number she didn't recognize - it was from ADT. The Automatic Crash Detection function of the ADT Go app had sent an alert that she had been in an accident. ADT had already alerted first responders, and the ADT operator offered to stay on the phone with her until they arrived to help.

"I travel a lot for work," John said. "It gives me a lot of peace of mind knowing ADT is helping look out for my family when I'm away. When Nina had the accident, ADT responded quickly. It means a lot to me knowing ADT is helping to protect my family."



**For as little as \$9.99+ tax/per month, ADT Subscribers receive:**

- Location Check-ins & alerts
- Driving Activity Alerts
- 24/7 Roadside Assistance
- 24/7 Live Agent Support
- Local Crime Data
- Crash Detection and Response
- Personal Emergency Response

**ADT MEDICAL ALERT**

**With ADT Medical Alert, help is just a button press away.** Keep your independence in reach. Our medical alert systems provide dependable monitoring from caring, senior-sensitive trained ADT professionals, allowing loved ones to live worry-free. We have systems for use in the home or on-the-go.



**24/7/365 Assistance**

Caring, senior-sensitive trained ADT professionals are always available



**Fast Response**

In an emergency, we can dispatch first responders and contact loved ones



**Fall Detection**

Alerts ADT after a fall, even if the user is not able to press the help button



**GPS Location Services**

Our On-The-Go system lets us pinpoint your location when you need help

**Call the ADT Community Association Team at 800-878-7806 for a free quote today.**





**Community  
Association  
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**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.

**VOTE FOR ADT**

As the first choice in security for Community Associations, we are proud to announce that for the sixth year, ADT has been nominated for the FLCAJ's Readers' Choice Awards in the Safety and Security category!

We are extremely honored to receive this recognition. As a valued team member, you know how meaningful it is to our Community Association Team to receive your ongoing support. Therefore, we would greatly appreciate you taking a moment to vote for ADT.

In the last five years, your votes, helped us win the coveted Diamond and Platinum FLCAJ Readers' Choice Awards.

Please [click here](#) to vote again and help us retain our title!

You may also cast your vote by visiting

- [www.fcagroup.com/readerschoice](http://www.fcagroup.com/readerschoice)
- Click Vote
- Scroll down and click "Safety and Security" category
- Click "vote in this category"
- Vote for ADT Security Community Association Program!

**Florida Community Association Journal  
Award Winner for Safety & Security  
2018-2017-2016-2015-2014**



**WOMEN'S CHOICE AWARD<sup>®</sup>**  
THE VOICE OF WOMEN



**IMPORTANT ADT SECURITY CONTACTS**

**Community Association Service Center  
& Monitoring Center (24 Hours)**

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

**800-878-7806**

**John Butrim**

Senior Director—National Accounts  
Community Association & Multifamily Programs

**Janett McMillan**

Director of Sales & Marketing

**Bari Siegall**

Community Association Program Liaison

**Eileen Arbulu**

Community Association Program Liaison

**Norman Greg Small**

Community Association Project Manager

**Martha Chavez**

Community Association Program Coordinator

**Customer Experience Is Our North Star**