



Community
Association
Program

COMMUNITY ASSOCIATION NEWSLETTER

SPRING 2015

ADT Community Association Program

ADT's **Community Association Program** was established to provide a dedicated team and concierge-style customer care and service to members of Community Associations. This "customer obsessed" team and program are in place to ensure your complete satisfaction and the ultimate protection with the highest quality 24/7 security system monitoring, world class customer care and service and exclusive offers on state-of-the-art equipment and innovative products and services.

Call our dedicated number **800-878-7806** to reach our **Community Association Service Center** for all of your needs—customer care, scheduling service, technical support, test your alarm and talk about system features and enhancements. This includes **ADT Pulse®** home automation, interactive services and video that help to create a **SMART HOME** in addition to a **SAFE HOME!**

YOUR ADT Community Association Team is ALWAYS THERE to assist you!

You can also manage your account, view alarm activity, update contacts, print an alarm certificate, order yard signs or pay for optional services with a visit to our secure Website: www.MyADT.com



ADT Always There®

First time users: Follow instructions to create a Web Account

1. Sign in to your Account
2. Enter your Email address or CS#
3. Enter your Password
4. Follow the simple prompts to access account information

CHECKLIST FOR SEASONAL RESIDENTS

Heading north for the spring/summer? Before leaving, take the time to make sure your home is secure!

- ✓ Arrange for a mail hold or mail forwarding. Financial documents such as bank statements, credit card statements, etc. cannot be forwarded. Make arrangements with your financial institution to add a seasonal address.
- ✓ Cancel your newspaper delivery. Arrange a start and stop date. If you want to keep up on local news, see if your local newspaper has an electronic edition.
- ✓ Arrange for a part time caretaker for your property (friend, relative, or paid service). Someone should check on your home weekly or bi-weekly. Assign a separate alarm user code and password to each person. Our **Community Association Team** is happy to walk you through this process.
- ✓ Update your emergency contacts with ADT by calling our **Community Association Team** at **800-878-7806** or by going online to www.MyADT.com.
- ✓ **Do not suspend telephone service or place on vacation mode without securing an ADT Safewatch CellGuard for your security system! Without a phone line or a Digital Communicator, your system will not be able to communicate with ADT Security.** Without communication, the siren on your system will sound in your home but ADT Security will not receive any signals and therefore will not be able to dispatch emergency services. 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 voice over cable), please call ADT to order a Safewatch CellGuard for your security system.



ADT: WINNER OF THE READERS CHOICE AWARDS



ADT Security Services is the proud winner of the Florida Community Association Journal (FLCAJ) "Readers Choice Award." Nominated by one of our communities, after nearly 8,000 votes were cast, ADT Security received the prestigious "Platinum Award in the Safety and Security Category!" This is our second year our [ADT Community Association Program](#) has been recognized in this category, winning the FLCAJ Readers Choice award for both 2014 and 2015!

The Readers Choice Awards were created by FLCAJ and Florida Community Association Professionals (FCAP) to recognize best practices and operational excellence by community association service providers. This award was presented at the FLCAJ's annual statewide conference and expo held at the Palm Beach County Convention Center on January 15, 2015. The conference and expo brought education and association vendors to board members, managers, and community association members from all over Florida to enlighten all stakeholders in the industry, especially members of community associations.

FLCAP is also a Founding Sponsor of the "**Communities of Excellence**," the only independent recognition program for Community Associations throughout Florida. ADT Security is a Silver Sponsor and participant in the annual Communities of Excellence awards and shows.

We extend our heartfelt gratitude to the members of our communities who voted for us. We are proud to be your ADT Community Association Team!

24/7 MONITORING BY OUR OWN STATE-OF-THE-ART MONITORING CENTERS



ADT has 6 UL listed Monitoring Centers to ensure uninterrupted protection including a dedicated Monitoring Center for our [Community Association Program](#) residents. Our personnel are all trained to the highest standards in the industry. When an alarm signal is received, a highly trained, helpful professional will notify you and your local police, fire department or emergency personnel. You can count on ADT to be at the ready 24 hours a day, 365 day a year. Our team of security professionals is always there to offer protection to you and what you value most.

ADT HOME HEALTH: NEW ON-THE-GO EMERGENCY RESPONSE SYSTEM

According to the Centers for Disease Control and Prevention (CDC), one out of three adults over the age of 65 in North America fall each year. ADT's alert system can provide assistance to users of all ages and gives seniors a way to maintain their independent lifestyle.

1. **Fast Response Time:** In an emergency, a trained professional will contact the appropriate responder to request assistance.
2. **Monitoring Professionals:** Trained ADT professionals are available to assist 24/7, and can respond to an alert with 2-way communication.
3. **Waterproof:** Safe to wear in the shower or bathtub.
4. **Optional Fall Detection:** Fall detection pendant can send an alert to ADT in the event of a fall, even if the help button has not been pushed.
5. **Optional GPS Locator:** Our most advanced service lets us pinpoint your location when you need help on-the-go, away from home .



Call our [Community Association Team](#) at **800-878-7806** to ask about fall detectors, systems that do not require a landline phone, and our new GPS Mobile On-the-Go system.

WELCOME DEER LAKE HOMEOWNERS ASSOCIATION TO THE ADT FAMILY



ADT is pleased to welcome Deer Lake Homeowners Association in beautiful Casa del Lago, Fort Myers, Florida, to our Community Association family! Deer Lake was looking for quality 24/7 security system monitoring and a high level of service. We are very proud that Deer Lake chose ADT Community Association Program! With over 140 years of experience, we are committed to providing the ultimate protection, innovative products and services to give you the peace of mind and lifestyle that you deserve. We thank Deer Lake for the privilege to serve the residents of your community and extend our warmest welcome to our ADT Security Family!

BALLENISLES CHARITIES FOUNDATION

Congratulations to the Ballenisles Charities Foundation on their success in awarding 30+ Palm Beach County organizations with grants for funding. ADT Community Association Program is proud to partner with our Associations like Ballenisles in their mission of Making A Difference!



Palm Beach Gardens
Fire Department



Palm Beach Gardens
Police Department



Paws 4 Liberty
Service Dogs Tanker & Asher

COMMUNITY ASSOCIATION MANAGERS

Keep Your Residents Informed

ADT Community Association Program depends on associations to inform new residents about our service which is a another benefit to living in your community. We are happy to help by preparing letters of introduction for your new resident packages. We can provide you with a supply of window decals, magnets, and yard signs to distribute to new residents. We can also provide you with information electronically to post on your community website and include in your newsletter.

If you are updating your community directory, please be sure to include our dedicated number:

ADT Community Association Team
800-878-7806

Gatehouse Safety

Security officers in gated communities provide security for home owners but may themselves be vulnerable. Especially those stationed in solo positions. Panic buttons and duress signals have been successfully used to discreetly summon support. ADT Security can install an alarm panel in your gatehouse with a fixed panic button (i.e.: placed under a desk) and a wireless keyfob or pendant panic button that your officer may carry or wear. In the case of emergency or suspected danger, the officer can press the button to alert ADT's monitoring center of the need to dispatch police assistance. Please call **800-878-7806** for information and preferred pricing on the options available to protect management and security staff.



Community Association Program

3880 North 28th Terrace
Hollywood, FL 33020
Phone: 800-878-7806
Fax: 954-926-1809
License EF0001121

ADT's BETTER BUSINESS REVIEW: A+

"BBB has determined that ADT Security Services, Inc. meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints." At ADT Security, everyone will always work to exceed expectations. We take great pride in our caring attitude and commitment to service and value our long and meaningful relationship with our subscribers!



WE'RE ON THE WEB!

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.

ELECTRONIC SECURITY TIPS

Some of the best security practices are the most simple to implement!

Practice good password management. Your master password and master alarm user code should be easy for you to remember but difficult for others to guess. Try to avoid using your name or address components. If you have guests, service providers, or other persons with authorized access to your home, you should issue separate codes to these individuals. These codes can be added and deleted as needed while maintaining the privacy of your master codes.

Be careful of what you share on social networks like Facebook, Twitter, Instagram, etc. Criminals can befriend you and gain access to your information and travel plans making you an attractive target.

Use your security system. In most burglaries, the security system was not armed. Use your system when at home or away!



IMPORTANT ADT SECURITY CONTACTS

Community Association Service Center
for Customer Care, Service & Sales
8:00am-8:00pm, Monday-Saturday
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

Eileen Arbulu
Community Association Liaison

Vanessa Vernon
Customer Service Manager

Norman "Greg" Small
Community Association Project Manager

Darion Samuels
Community Association Project Manager

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