



Community
Association
Program

COMMUNITY ASSOCIATION PROGRAM NEWSLETTER

FALL 2017

With many of our customers across the nation suffering from hurricanes and related issues, we want you to know that ADT is here to assist you in any way we can. Our customer care team is standing by to help you test your security system and provide technical support when needed.

Fire Prevention Week—Fast Facts About Fire and Carbon Monoxide



- Half of home fire deaths result from fires reported between 11 p.m. and 7 a.m. Only one in five home fires were reported during these hours.
- One-quarter of home fire deaths were caused by fires that started in the bedroom. Another quarter resulted from fires in the living room, family room or den.
- Three out of five home fire deaths happen from fires in homes with no smoke alarms or no working smoke alarms.
- In 2015, U.S. fire departments responded to an estimated 365,500 home structure fires. These fires caused 2,560 deaths, 11,075 civilian injuries, and \$7 billion in direct damage.
- On average, seven people die in U.S. home fires per day. Most fatal fires kill one or two people.
- Cooking equipment is the leading cause of home fire injuries, followed by heating equipment.
- Smoking materials are the leading cause of home fire deaths.
- During 2010--2014, roughly, one of every 338 households reported a home fire per year.

Escape Planning

- According to an NFPA survey, almost three-quarters of Americans do have an escape plan; however, less than half ever practiced it.
- One-third of survey respondents who made an estimate thought they would have at least 6 minutes before a fire in their home would become life threatening. The time available is often less. Only 8% said their first thought on hearing a smoke alarm would be to get out!

Smoke Alarms

- Three out of five home fire deaths in 2010-2014 were caused by fires in homes with no smoke alarms or no working smoke alarms.
- Working smoke alarms cut the risk of dying in reported home fires in half.

Carbon Monoxide (“CO”)

- The fire department also responds to CO alarms. Did you know that more than 439 people die from carbon monoxide annually in the US. Adding a CO detector to your security system can save your life.

Ask ADT how we can help protect you with critical life-safety equipment connected to your system.

AVOID COMMON DOOR-TO-DOOR SCAMS

**PROTECT
YOURSELF
FROM SCAMS**

There have been an increase in reports of door-to-door scams where someone shows up at the door soliciting a service or product for a very low price. Don't ever let someone come into your home unless you have an appointment with them and confirm their identification or know the individual. Make your onsite security officers aware of any attempts to scam you or breach your security. If you see something...say something!

There are several different scams being offered to residents.

Surprise handymen. The scammer offers to make minor repairs to the resident's home (yard work, pressure cleaning, etc). A cash payment is taken and then the scammer claims the need to get supplies but never returns.

Utility inspections. The scammers claim to be with your utility company and offer a free inspection. Once inside, one person diverts your attention while the other steals your jewelry and valuables.

Identity theft. The scammer claims to be doing a survey. They collect personal information that can be used to steal your identity. They may also take advantage of opportunities to steal your valuables or disable your security system. In addition to "in person" scams, don't give your personal information out over the telephone.

Security system scams. We urge you to be particularly vigilant against door-to-door salesmen offering security services as your community provides monitoring through ADT. These scammers offer free equipment but then try to get you to sign an expensive long-term contract!

Simple precautions:

- ⇒ Do not let anyone in unless they have a scheduled and confirmed appointment. Call local law enforcement if you feel threatened or the person refuses to leave.
- ⇒ Do not pay cash to anyone who comes to your home claiming to be with a utility company or other service provider.
- ⇒ Read the fine print before signing any contract. Make sure the terms are clearly stated and that you have a copy in writing. **Confirm security offers with the ADT Community Association Team at 800-878-7806.**

NEW RESIDENTS AND SECURITY AWARENESS

Do you have new residents in your community? Do they know to contact ADT to activate their service and update the information on file for their home? Community Association Liaisons Bari Siegall (bsiegall@adt.com) & Eileen Arbulu (earbulu@adt.com) can provide you with letters for closing packages to help inform residents of the benefits provided through your agreement with ADT. Sending us your new owner information will allow us to update our records with the most current information.

ADT Welcomes
New Residents

Do you have an upcoming community or town hall meeting planned? We are available to visit to promote security awareness, discuss services provided through your Association agreement and optional services that are available. ADT offers life-safety devices like monitored smoke and carbon monoxide detectors. For interior protection, we offer motion, glass break, and flood detectors. We also offer interactive services allowing residents to control their systems remotely and can include video and home automation devices. To obtain an alarm certificate, residents can visit **MyADT.com** or call our Community Association Service Center at **800-878-7806**.

VOTE FOR ADT!



The FLCAJ (Florida Community Association Journal) is a publication that provides news and information to community associations and multi-unit communities every month. This magazine has the reputation of being the industry's most authoritative voice.

The FLCAJ Readers' Choice Awards are presented yearly to your service providers chosen by your online votes. Nominations and voting are now. You have voted ADT your Safety and Security winner for the past four years. Please vote for us again now. This is also your opportunity to nominate and recognize other service partners – particularly your management company!

Vote for ADT: <http://www.fcagroup.com/flcaj/readers-choice/>

BURGLARY FACTS

Homes without a security system are 300% more likely to be burglarized than one with a system. Your community association has chosen ADT Security Services to provide you with quality electronic security services to protect you, your family and property. ADT is your premier security services provider. You receive the highest level of customer care and service from our Community Association Team and are monitored 24/7 from our state-of-the-art monitoring center by our own employees who are highly-trained security professionals.



A burglary occurs every 20 seconds in the US. Many burglaries occur during the day or in early evening when residents may be at work, out to lunch or dinner and during the night in unoccupied homes. Keep all doors and windows locked. Don't leave garage doors open. Move valuables out of the master bedroom. Don't make them easily accessible. Control lighting with ADT's Pulse® Home Automation to give the appearances of being at home even when you are away.

60% of convicted burglars stated that the presence of a security system influenced their decision to target another home. In most burglaries, the security system was not armed or did not have adequate protection. 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. If permitted in your community, display a yard sign indicating that your home security system is being monitored.



Property crime in the US resulted in losses estimated at 14.3 billion dollars. In addition to providing you with peace of mind, a monitored security system can save you up to 20% on your homeowner's insurance. Ask your insurance agent for details. Install a quality lock on your slider and place a bar or rod in the track of the door so it cannot be opened. A number of devices are available at home improvement stores to prevent a door from being lifted from the track.

23% of burglars gain entrance through a first floor window. 22% of burglars break into a home through a back door. 9% of burglars enter a home through the garage. Make sure that your security system provides adequate protection including motion detectors and glass break detectors. If you don't have motion or glass break detectors, a burglar can enter your home by breaking a window or glass door without triggering the alarm, even if your alarm is set!



WELCOME VALENCIA POINTE AND PONTE VECCHIO



We couldn't be more proud to welcome prestigious **Valencia Pointe** and **Ponte Vecchio** to our ADT Community Association Family. We thank the Board of Directors and Members of these two exclusive Boynton Beach communities for choosing ADT. It is our privilege to provide you with new systems, 24/7 monitoring and services for your protection and peace of mind! ***Our warmest welcome to you!***



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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.

FALL SECURITY TIPS

There are many types of everyday technology that we take for granted; we are all a bit guilty of only using the surface capabilities of the devices we own. Much like other technology in your life, your home security systems come packed with features you might not know exist that could greatly further your peace of mind.

Pin-Code Customization

Did you know that with your home alarm system, you can set specific pin codes for every member of your family? This often-overlooked feature can create a more transparent and safer household for everyone. You can monitor everything from when children get home for school to accurately tracking service provider's comings and goings (ie: home-watch, housekeeping). With each pin-code unique to the user, they won't be interchangeable and can be changed at any time.

Monitor Your Mail

With cases of package theft on the rise, it's important to consider what steps you take to monitor when your mail has arrived. With an integrated doorbell alarm, you create a layer of transparency that aims to eliminate your missing mail worries. This doorbell alarm will notify you any time your bell rings, so you can know exactly when the mail carrier has come.

Call our Community Association Service Center at 800-878-7806 to discuss your system and these options today!



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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
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Janett McMillan
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Community Association Program Liaison

Norman Greg Small
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Martha Chavez
Community Association Program Coordinator

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