



**Security  
Services**



## COMMUNITY ASSOCIATION SERVICE CENTER NEWSLETTER

WINTER 2013-2014

### DEVCON SECURITY IS NOW A PART OF ADT!

The ADT and Devcon brands are among the most well-known and trusted brands in the security industry today. The focus of both ADT and Devcon is to provide the highest quality 24/7 security system monitoring, world class customer care and service, innovative, state-of-the-art equipment and Pulse® home automation. Pulse® provides interactive services and video to protect you, your family and property. The ADT and Devcon partnership creates a powerful combination of two “customer obsessed” organizations to ensure your complete satisfaction and ultimate protection. The great news—at ADT and Devcon, security is all we do!

Rest assured there will be no change in the high level of monitoring, customer care and service that we provide to residents of the Community Associations that we protect. Our **Community Association Service Center** is in place with even more resources to provide the highest level of service. There are no changes in our telephone numbers or your ability to view your account online. Both Devcon and ADT management teams understand that Community Associations deserve a higher standard of service and we are committed to providing you with service that exceeds your expectations.



Founded in 1874, ADT has led the way in innovative security solutions for nearly 140 years! We at Devcon are proud to join this incredible organization. As you see the ADT name and branded equipment more and more in your community, you can be confident in knowing that, along with Devcon, it brings the advantage of experience, technology and trained security professionals working to protect you, your family and property. In addition, your known and proven Devcon team will continue to be there for you whenever you need us!

**We thank you for putting your trust in us! It is our privilege to be of service to you!**

#### DISCOVER ADT PULSE® INTERACTIVE SOLUTIONS

**Our home automation solution provides you with added safety and security, convenience and control.**

##### Home Security Features: Arm and disarm your system

Do you ever worry if the last person to leave the house remembered to activate the security system? With just the press of a button on your smartphone, you can lock your doors, arm the security system or see who's at your front door—from anywhere.

##### Lifestyle Security Features: Adjust your thermostat and lights

Use your smartphone to turn on the lights and turn down the air conditioning right before you arrive home. With the Pulse® system, you're in complete control of your home.

##### Home Automation Features: Receive alerts and custom notifications

Do you ever worry that something might happen at home while you're away? This smart solution sends custom notifications about system activity by email or text message to your smartphone, tablet and/or computer. For example, know when the kids arrived home safely, when carbon monoxide levels change or when the smoke detector goes off.



## PROTECTING YOUR HOME

One of the biggest enemies of home security is thinking “It won’t happen to me.” Although we all know that prevention is important, most people don’t take the steps they need to help protect their home and family. Whether it’s installing a monitored home security system, or just being able to identify potential risks of hidden dangers, such as fire and carbon monoxide throughout your home, these precautions can help create a safer environment to live in and save your life.



### So what can you do better to help protect your home and family?



#### THE FRONT DOOR

A locked front door is your first line of defense. Deadbolt locks are recommended. Another good investment is a peephole. 180-degree peepholes give you the advantage of checking to see who’s at the door before you open it. If you can’t see who’s at the door, don’t open it. Make sure that the area outside your door is well-lit.



#### JUST MOVED IN?

If you’ve just moved into your new home, it’s a good idea to replace all the locks. Locks only provide security if you know who has every key. The only keys to your new home should be the ones you have made.



#### A WINDOW OF OPPORTUNITY?

Make sure your windows have quality closures so they can’t be pried open. Motion or glass break detection should be a part of your security system for interior protection. *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!*

Keep any trees or shrubs around windows trimmed. While they may seem to increase your privacy, they also increase a burglar’s privacy while they’re breaking into your home.



#### IN THE SPOTLIGHT

Two of a burglar’s biggest enemies are noise and light. Installing lights around your home that are activated by movement can help scare off unwelcome visitors. Exterior sensor lights also help to light the path to your front door when you come home. It’s also a good idea to use timers to light inside areas of your home if you’re home alone or away.



#### ALARMING YOUR HOME

A monitored security system is your best protection. A monitored system doesn’t just make a lot of noise, it sends an emergency signal to our monitoring center so our highly-trained security professionals can respond and dispatch help.

**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.

## DEVCON IS AN FLCAJ NOMINEE! — WE THANK YOU FOR YOUR VOTE!



Devcon Security has been nominated for the **2013 Florida Community Association Journal (FLCAJ) Readers’ Choice Awards!** Announcements for the **Safety & Security Category** (and others) will be made at “The Show” — the FLCAJ-FCAP Statewide Conference & Expo to be held at the Palm Beach County Convention Center on January 8, 2014. *The Show* is Florida’s only statewide conference and expo completely dedicated to educating Florida’s community association professionals. We hope to see our community associations and residents represented at this event!

**DEVCON IN THE COMMUNITY**



Walnut Creek holds an annual "Snowblast" for their residents. We are happy to partner with Walnut Creek as a sponsor. The children had fun in the Florida snow using Devcon Frisbees as sleds and shovels!



The 8th Annual Pink Ribbon Luncheon at Woodfield Country Club was a huge success! 350 attended and about \$95,000 was raised for Komen South Florida. Congratulations to Fern Duberman and team.



Adorable brothers sit in a Miami-Dade rescue helicopter at a Safety & Security event at Silver Palms, Homestead.



L.-R. Bari Siegall, Dep. John Ledford, Sgt. Michael Tramonte, Janett McMillan, and Steve Bayer & Ken Miller of Majestic Isles.

PBSO at Majestic Isles discuss how to avoid being a victim of increased burglaries in Palm Beach County.

We encourage our communities to hold a "Town Hall Security Meeting" in the near future to keep residents safe and informed.

**PROTECTING YOUR IDENTITY**

– BY STEVE KIRSCHNER, TUSCANY BAY

**Devcon protects your home; who protects your identity? Hopefully you are!**

What can you do to protect yourself? *The first rule is so simple it almost seems silly.* Be careful. Don't put anything on a computer that you wouldn't discuss over coffee or cocktails. Personal information is just that, personal. This is especially true on Facebook. Every legitimate business, financial or credit entity will tell you the same thing. "We don't ask you to tell us information we already know to verify who you are."

Use the tools that are available to you, many of which are free. Pay attention to the security e-mails you receive. For example, when you add a payee to on-line bill pay, most banks notify you quickly. If YOU didn't add that, react quickly and contact them. You receive an e-mail: "Your password has been changed". Again if YOU didn't change it, quickly contact them and don't use the address or phone number in the e-mail.

- If you get a phone call or e-mail from a bank or credit company, don't call back to the number they give you. Call the preprinted numbers on the back of your debit or credit card.
- Be careful of e-mail & on-line offers. "You have been approved for..." If you're interested, look up the contact information independently and call them.
- Don't use passwords like birthdates, etc. They are easy to guess.
- Consider subscribing to credit services. Most provide monthly reports--look at them. Many notify you when new credit activity occurs on your account. If you lose your wallet or a credit card, report it quickly.
- Take advantage of the resources available online:
  - Identity Theft Resource Center: [idtheftcenter.org](http://idtheftcenter.org)
  - The President's Task Force on Identity Theft: [idtheft.gov](http://idtheft.gov)
  - The Federal Trade Commission: [consumer.ftc.gov](http://consumer.ftc.gov)
  - Florida Attorney General: [myfloridalegal.com/identitytheft](http://myfloridalegal.com/identitytheft)



**Security  
Services**



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**WE'RE ON THE WEB!**

[WWW.DEVCONSECURITY.COM](http://WWW.DEVCONSECURITY.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.

## WELCOME NEW COMMUNITIES

It is with great pride that we welcome two new communities to our Devcon/ADT Family. The Village of Woodbridge at Boca West and Thoroughbred Lakes HOA are among the most esteemed communities in South Florida.

Devcon is honored to provide the highest level of customer care and service locally from our **Community Association Service Center**. Monitoring is provided 27/7 from our own state-of-the-art Five Diamond rated monitoring center in Hollywood, Florida. All services are provided by our own employees who are highly trained security professionals.

**Devcon and ADT extend the warmest welcome to Woodbridge at Boca West and Thoroughbred Lakes!**



**Woodbridge at Boca West**



**Thoroughbred Lakes HOA**



### Our Promise to Our Customers

**We protect what you love.  
You deserve the best.  
We listen to you.**

## IMPORTANT DEVCON SECURITY CONTACTS

**Community Association Service Center**  
for Customer Care, Service & Sales  
8:00am-5:00pm, Monday-Friday  
**800-878-7806**

**Monitoring Center (24 Hours)**  
to cancel an alarm  
**800-226-2351**

**John Butrim**  
Director of Community Associations

**Janett McMillan**  
Director of Sales & Marketing

**Bari Siegall**  
Community Association Liaison

**Vanessa Cano**  
Customer Service Supervisor

**Norman "Greg" Small**  
Operations Manager

**Darion Samuels**  
Field Supervisor

**Please share this information with board members & community residents!**