



Spring Safety Tips

As spring arrives, it's the perfect time to ensure your home is safe and secure. Here are some essential alarm safety tips for residents in our communities.

Test and Clean Your Alarm System

- Test your entire alarm system to ensure all components are working correctly. Call our Community Association customer care team at **800-878-7806** to test over the phone.
- Check your smoke alarms and carbon monoxide detectors to ensure they're functioning properly. Replace batteries if needed.
- Dust off and clean your security cameras for optimal performance.

Secure Windows and Doors

- Ensure all windows and doors, including garage doors, are closed and locked when you're not home.
- Set your alarm system every time you leave the house.

Review Your Family Emergency Plan

- Review family emergency plans including updating your emergency contact lists on www.myadt.com.
- Refresh your emergency kit with essentials like water, food, flashlights and first aid supplies.

By following these tips, you can enjoy the beauty of spring while keeping your home safe and secure. Stay vigilant and proactive to ensure the safety of your loved ones and property.

We're only a call away or available on the web if you need any assistance or have questions about your alarm system. Call our Community Association Team at **800-878-7806** or visit us on the web at www.myadt.com

Low Battery Signals

A low battery warning is most often displayed as **BAT**, **LOW BATT** or **SYSTEM LO BAT** on your keypad. This warning signals that your battery is low and must be replaced. ADT offers several battery replacement options for our customers, including a self-service option on most systems and devices. A few easy steps will get you ready to replace a low battery.

How can I silence low battery beeping on my ADT alarm? - You can learn how to silence the low battery beeping on your specific panel by visiting our [Silence Low Battery Beeping](http://help.adt.com) page at help.adt.com or by calling our customer care team at **1-800-878-7806**.

NOTE: A low battery message will remain as a reminder of the low battery condition until the battery is recharged or replaced.

**LOW
BATTERY**

How can I determine if the low battery signal is coming from the system or a sensor? - The source of a low battery signal may be either the system backup battery, or it could be from a sensor, like a door sensor, smoke detector, or glass break sensor.

While it varies from system to system, in general:

- If a sensor has a low battery, the signal will be indicated with a zone number.
- If there is no zone number, then it is likely that the system battery is low.

How can I change my battery? - Call our customer care team at **1-800-878-7806** to determine the best option for replacing batteries. The care team can advise whether your community's agreement includes parts and/or labor to replace the battery with an on-site technician as well as alternative options for DIY replacement.



Remember to call ADT's Community Association Team only at **800-878-7806**.

Does Your Security Alarm System Beep in the Middle of the Night?

A security alarm system beeping in the middle of the night can be quite frustrating and disruptive. Understanding the reasons behind this issue can help you address it effectively. Here are some common causes and solutions:

Low Battery: One of the most frequent reasons for an alarm system to beep is a low battery. The system is designed to alert you when the battery is running low to ensure continuous operation.

Solution: Replace the batteries regularly to avoid unexpected beeping.

Power Outages: Power interruptions can cause your alarm system to beep as it switches to backup battery power.

Solution: Ensure your backup battery is in good condition and replace it if necessary.

Sensor Issues: Faulty or misaligned sensors can trigger false alarms, causing the system to beep.

Solution: Check all sensors for proper alignment and functionality. Replace any faulty sensors.

Communication Problems/Missed Signal Test:

Communication issues with the monitoring service can cause beeping if your alarm system fails to send its monthly test.

Solution: Verify that your system is properly connected to the monitoring service by calling us at **800-878-7806**.

System Malfunctions: Technical glitches or malfunctions within the alarm system can lead to beeping.

Solution: Try resetting the system by disarming and rearming it. Call **800-878-7806** for additional help.

Wiring Problems: Damaged or corroded wiring can trigger false alarms and cause the system to beep.

Solution: Inspect the wiring for any signs of damage or corrosion. Contact us at **800-878-7806** to troubleshoot any issues.

Steps to Silence the Beeping: If your alarm system is beeping, here are some steps you can take to silence it:

1. **Enter the Passcode:** Disarm and rearm the system using your passcode.
2. **Press the Reset Button:** Many systems have a reset button that can stop the beeping.
3. **Consult the User Manual:** Follow the instructions in the user manual to troubleshoot and resolve the issue.
4. **Contact us at 800-878-7806:** If the problem persists, call our customer care team for assistance.

By understanding the common causes of alarm system beeping and following these solutions, you can ensure your system operates smoothly and avoid disruptions in the middle of the night.



Seasonal Home Maintenance

Maintaining your home is essential for ensuring safety, efficiency and longevity. Seasonal home maintenance plays a vital role in addressing potential issues before they become costly repairs. It's Springtime; time to refresh and renew your living space.

Here's a checklist to guide you.

- **Check HVAC System:** Service your HVAC system before the warm weather arrives to avoid breakdowns during summer. Changing filters and addressing issues early can prevent major problems later.
- **Deep Clean Interior:** Embrace the tradition of "spring cleaning" by dusting, cleaning windows, shampooing carpets and decluttering. Don't forget to test smoke and carbon monoxide detectors.
- **Prepare Your Garden:** Clear out dead plants and debris and consider planting flowers and vegetables for the upcoming months.

Taking a comprehensive approach to seasonal maintenance can preserve your home's value and prevent unexpected breakdowns.

Keep your home in top condition year-round with these essential tips.

Remember to call ADT's Community Association Team only at **800-878-7806**.

Home Security Cameras

Home security cameras play a crucial role in enhancing home security and providing peace of mind regardless of your location. By offering an additional layer of surveillance, these cameras allow you to monitor activities in and around your home, bolstering your sense of safety.

With a smart home security system and a video doorbell, you can remotely view and communicate with individuals at your doorstep using your mobile device, eliminating the need to physically open the door. This feature enhances security and convenience by allowing seamless interaction from a distance.

The rise in porch theft incidents underscores the importance of proactive security measures. While coordinating with neighbors for package retrieval is helpful, an outdoor security camera serves as a vigilant guardian, monitoring deliveries and deterring potential thieves during your absence. Home security cameras excel in capturing suspicious behavior, dissuading intruders, and promoting overall safety. When integrated with a smart security system, these cameras offer versatile functionalities that contribute to safeguarding your home and loved ones. Learn more by contacting us at **800-878-7806**.



Thank you!

to our existing communities for your recently renewed agreements:

**Bear Island
Goldvue Estates
Isles of Palm Beach Gardens
Pradera
Villages at Victoria Park**

Your continued support in us is greatly appreciated!

Welcome!

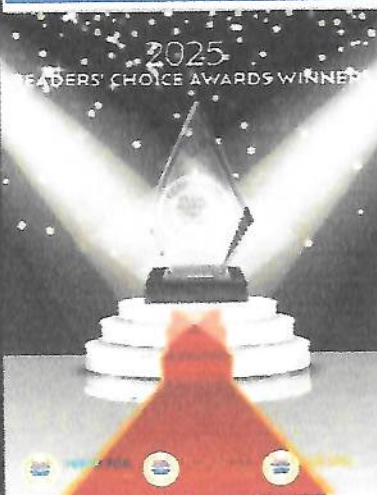
to our newest communities

**Keys Gate
Orchards of Raddcliffe
Valencia Palms**

Thank you for selecting ADT as your security provider to protect your community's homes and families!

We look forward to serving you!

ADT IS A 2025 FLCAJ READERS' CHOICE RECIPIENT!



We are incredibly proud to be the recipients of the prestigious Diamond Level Readers' Choice Award from the Florida Community Association Journal in the Safety and Security Category. We are honored to receive this distinction for the 12th consecutive year. Awards are presented to companies that demonstrate, through their commitment to the community associations they serve, an exemplary level of proficiency, reliability, fairness and integrity. A heartfelt thank you to our amazing customers for voting for us! Your trust and support mean the world to us and we look forward to serving you for many more years to come.

Remember to call ADT's Community Association Team only at **800-878-7806**.

Yard Signs

Yard signs can act as a deterrent signaling to home intruders or thieves that ADT is here to assist in stopping crime and protecting your home. A visible, well-maintained security sign let's everyone know that your home is protected by ADT. **Homeowners** should call our customer care team at **800-878-7806** to request a yard sign (if permitted by the Association). **Property managers and board members only** can place a bulk order for community residents by emailing HOACorp@adt.com.

VIRTUAL CONCIERGE SERVICE

Always an option with guided assistance

As a reminder, ADT now has a team of experienced technicians that are available to assist virtually, on your schedule. Virtual technicians can utilize the latest technology to remotely view through your smartphone enabling them to diagnose and resolve issues without the inconvenience of having a tech appointment at the home. They will walk you through troubleshooting device issues and provide step by step instructions.

With 30-minute appointment windows and extended hours from 8 AM to 11 PM EST, you now have the freedom to schedule appointments at your convenience often same day, without ever leaving the comfort of your home.

This value-added service is available to our HOA community residents as an additional option when help is needed. Keep in mind, you are not obligated to work with a virtual technician specialist. This is an optional service that is provided for homeowners who feel comfortable being guided and appreciate the convenience of a do-it-yourself service option. You can always request a technician be scheduled to come out to your home at a date and time convenient for you. Call ADT's Community Association Team only at **800-878-7806**

ADT's Community Association Program Team Members

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2801 Gateway Dr., Pompano Beach, FL 33069
HOACorp@adt.com

Service Center & Monitoring Center

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

(password required)

800-878-7806

Let us host a Town Hall / Security Meeting for your community!

We are happy to host a security meeting on a date and time convenient for you. We will review the services provided under your Association's agreement and provide information on additional devices and services available to enhance the security systems. After our presentation, we will have a Q&A session for residents who have questions or need clarification. These meetings have proven to be well received, informative and allow residents to address any areas of concern. Email us at HOACorp@adt.com to schedule. We look forward to meeting you and your community residents!

We're on the Web! Residents can access our secure website (www.MyADT.com) to obtain information on their account. They are able to obtain a certificate of monitoring for possible insurance discount, download operation manuals, view their alarm activity, or update contact information.

Articles in this newsletter are also available in electronic format for association newsletters, websites, and CCTV broadcasts.

Contact HOACorp@adt.com.