

DECEMBER 2012

WARMEST WISHES OF THE SEASON!

On behalf of everyone at Devcon Security and your Community Association Team, warmest wishes for a healthy, safe and happy holiday season and New Year! We want to express our sincere thanks to members of our communities, your boards, managers and security directors for putting your trust in us! It has been our privilege to be of service to you again this year. You can be confident that we will always work to provide you with world class security system monitoring, service and customer care. We look forward to being of service to you in the coming year and beyond!

CONGRATULATIONS BALLENSLES SECURITY

Devcon congratulates the BallenIsles Security team for being named "Security Department of the Year" by the Gated Community Security Manager's Association. GCSMA is dedicated to sharing ideas, and experiences related to the security of gated communities. Devcon was also honored to receive an award of "Outstanding Business Partner" by the Association! **We encourage our communities to explore how GCSMA can assist with your officer training program. Visit www.securitydirectors.net for more information.**



QUAIL RIDGE — MAKING A DIFFERENCE AND SAVING LIVES

Quail Ridge (Boynton Beach) is host to several different types of snakes -- including a large number coral snakes. These poisonous snakes bear striking colors that children are especially drawn to. Medical treatment and hospitalization is absolutely essential for children bitten by coral snakes. When confronted by humans, coral snakes usually attempt to flee and bite only as a last resort. They have short fangs that cannot penetrate thick leather clothing. Any skin penetration however, is a medical emergency that requires immediate attention. Coral snakes have a powerful neurotoxin that paralyzes the breathing muscles; artificial respiration, along with large doses of anti-venom, are often required to save a victim's life.



In 2008, Eric Price, Director of Security for Quail Ridge POA, inquired as to the amount of coral snake anti-venom on hand at local community hospitals and found supplies to be very low. Upon finding that venom from live coral snakes was needed to produce anti-venom, Quail Ridge security started a capture program for snakes found on property. Quail Ridge patrol vehicles are equipped with snake tongs and secure locking containers. Quail Ridge Security originally started working with the Venom One Fire Department Unit in Miami until a lack of funding ended the unit's participation. This did not stop efforts in Quail Ridge! Quail Ridge Security Director Eric Prince found Agritoxins, a venom production laboratory, and spoke with Director Jack Facente about the continued need for anti-venom. Director Facente explained that not only was their supply of anti-venom quite low, but all of their coral snake anti-venom was also expired. Agritoxins needed around 300 coral snakes for their project to restock shelves with coral snake anti-venom. **We commend Eric Price and Quail Ridge for coming to the rescue!**



Quail Ridge and Eric Price continue to support the Agritoxins program by transferring all of the coral snakes captured from resident reports within the community.

IMPORTANT SECURITY TIPS

Devcon Security is proud to provide your community with quality electronic security services and customer care for your added protection and peace of mind. For this reason, we encourage you to always use your security system and take precautions to keep your home and family safe.

According to statistics, the rate of residential burglaries is up. This includes gated communities. Some important facts that have come to our attention are:

- Many burglaries occur in late afternoon when residents may be out to dinner, and during the night, primarily in unoccupied homes.
- Burglars often enter through the back sliding glass doors, either by defeating inexpensive locks, lifting the door off of the tracks or breaking the glass in homes that do not have interior protection like motion or glass break detectors (often visible through a window).
- Burglars usually go directly to the master bedroom to look for jewelry and safes
- In most burglaries, the security system was not armed or did not have adequate protection.

Some things that Devcon Security recommends that you do to enhance your protection:

- **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.
- Make sure that your security system provides adequate protection including motion detectors, glass break detectors and monitored smoke and carbon monoxide detectors. If you do not have motion or glass break detectors, a burglar can enter your home by breaking a window or glass door and walk freely through your home without triggering your alarm, even if your alarm is set!
- Install monitored smoke, heat and carbon monoxide detectors for critical life-safety.
- If you use social media like Facebook or Twitter, be careful when posting upcoming vacations or check-ins at restaurants. Advertising that you are away can allow your home to be vulnerable to criminal activities because burglars use these tools to time robberies.
- Install motion lights above your rear sliders and around your home. Lighting is an inexpensive deterrent.
- 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.
- Keep hedges trimmed
- Don't leave garage doors open. Obviously, keep all doors and windows locked.
- Move valuables out of the master bedroom
- Leave lights on when away from home. Use timers when away for an extended period
- If you have a key in your alarm box—remove it and put it in a safe place.
- Display a yard sign indicating that your home security system is being monitored
- If someone knocks on your door, call out asking “Who is there?”—do not open the door.
- Always keep your car doors locked and keep belongings out of sight.

COMMUNITY MANAGERS & BOARD MEMBERS

Now that season is in full swing, your community may have experienced new sales, rentals, or seasonal residents. Please remember to send closing lists or the latest copy of your community roster to Bari Siegall at bsiegall@devconsecurity.com. This will allow us to update our records and help identify new home owners who might not be aware of the services provided through our agreement with your community. We can provide you with letters for closing packages for new residents as well as window decals, alarm permit forms, and emergency contact sheets. **Please call Bari Siegall at 800-878-7806 for any materials needed.**



HOLIDAY FIRE SAFETY

Home fires are nondenominational. Whether you decorate the Christmas tree or light the menorah, please take good care this holiday season. More residential home fires occur during the holidays than at any other time of the year. Some simple precautions can prevent you and your family from becoming a home fire casualty statistic this holiday season.

Holiday Tree Fire Safety

- When purchasing a live tree, check for freshness.
- When purchasing an artificial tree, look for the label "Fire Resistant."
- Decorate Christmas trees only with laboratory-approved lights.
- Check lights for broken sockets or frayed wires and throw out damaged sets.
- Use no more than 3 standard-size sets of lights per single extension cord.
- Unplug Christmas tree lights when leaving home or going to bed.
- Never use electric lights on a metallic trees.
- Place trees away from heat sources and exits.
- Do not decorate trees with candles.
- Water trees daily.



Holiday Menorah and Candle Fire Safety

- Place your menorah or candles on a secure table or counter — away from blinds, drapes, decorations and other combustible material.
- Keep candles are on a fire retardant surface – such as a ceramic plate or aluminum foil on sturdy, uncluttered surfaces.
- Trim candlewicks to 1/4 inch.
- Extinguish tapers and pillars when they get to within 2 inches of the holder.
- Votives should be extinguished before the last half-inch of wax starts to melt.
- Avoid candles with combustible items embedded in them.
- Do not leave a lit menorah or other candles unattended.
- Use candleholders that are large enough to collect dripping wax.
- Keep candles away from Keep kids and pets away from flames



TEST YOUR SECURITY SYSTEM

Welcome back to our returning Seasonal Residents! As you settle in, please remember that periodic testing of your security system is essential to ensure proper function. Residents should test their system each month. There are two types of tests to perform: testing the operation within your home and testing the signal transmission from your home to the Central Station. Please call Devcon Security's Community Association Service Center at 800-878-7806 to place your system in "test" mode. We will help you test your sensors (doors, windows, motions) and then ask you to arm your system and cause an alarm by tripping a sensor. After the alarm sounds for one minute, you may turn off your system and then verify with Devcon that the signal transmitted and was received.

VIEW ALARM ACTIVITY ONLINE—USERS ARE ABLE TO VIEW ALARM ACTIVITY AND UPDATE THEIR CONTACT INFORMATION ONLINE AT DEVCON'S SECURE WEBSITE: WWW.DEVCONSECURITY.COM.



- Click on "Account Login"
- Click on "Community Associations"
- Click the link to "Review your alarm history"
- Enter your Account Number or Home Telephone Number
- Enter your Password

If you have never accessed your account information online, please call our Community Association Service Center at 800-878-7806 to enable this feature for use on your account.



3880 North 28th Terrace
 Hollywood, FL 33020
 Phone: 800-878-7806
 Fax: 954-926-1809
 License EF20000763

WE'RE ON THE WEB!

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.

SAFETY AND SECURITY AWARENESS

Devcon is always available to attend your community association's sponsored events, speak at board and member meetings, or conduct seminars to promote safety awareness in the community. We can answer questions from residents and address individual concerns as well. We can bring security tips, information on how to customize individual security systems, stickers, magnets, and giveaways to promote consistent and daily use of security systems!



LIVE CONFIDENTLY THROUGH DEVCON SECURITY

Here at Devcon, our philosophy is simple: provide each and every customer with superior quality, easy-to-use home security services that come backed by an exceptional, unprecedented level of customer service and support from the best, most comprehensively trained team in the industry! We are also proud to be among only a few security companies to have a 5 Diamond certification from the Central Station Alarm Association.

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



FLORIDA COMMUNITIES OF EXCELLENCE
 2013 SILVER SPONSOR



BBB Rating: A+



IMPORTANT DEVCON SECURITY CONTACTS

Community Association Service Center
 for Customer Care, Service & Sales, 8am-5pm
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

Our Promise to Our Customers

- We protect what you love
- You deserve the best
- We listen to you

Devcon Is Always Here For You
 Home Security · Business Security
 Remote Access · Interactive Services
 Video · Home Automation

Please share this information with board members & community residents!