

## Security Systems at Regency at Providence and Regency Hills

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The homes in Regency at Providence and Regency Hills at Providence have security systems installed. For these systems to be of any value they must be activated after move in. An activated system does not need to be alarmed if the features are not wanted but the panic buttons, and fire and police alerts will not work until activated. Your homeowner association fees cover the monthly monitoring fees so you are paying for the service whether or not the systems are activated.

RAP is serviced by three security monitoring systems, Westminster Security, a Toll entity, My Alarm Company, and ADT. This is for monitoring purposes only and does not affect the type of equipment installed. The basic difference is the number to call for the central station:

Westminster – 800-432-1429

ADT – 800-238-2727

My Alarm Center (MAC) – 866-484-4800 – to cancel an alarm call 800-932-3822

There is information you should have available when contacting the central monitoring station.

Account number – this was given to you at the time of activation.

Password – This was assigned at the time of activation. It is not the pass code you use to arm the system.

Name, address, and phone number of the account holder.

If you do not have this information available and you try to cancel an alarm, they will not honor your request. You can get the information by calling the monitoring service from your home phone and providing your address. If your alarm is sounding you may not have enough time to cancel the responders. It would be beneficial to have this information in advance of needing it.

Security systems should be tested monthly to assure the equipment is functioning correctly. There are two types of tests, sensors which can be done through your control panel and sirens and phone connections which require contact with the central monitoring station. The instruction manual has detail instructions for testing sensors (if you cannot locate your instruction manual it can be accessed under technical support at:

[www.westminstersecurity.com](http://www.westminstersecurity.com)

To test the sensors make sure the system is not activated (1+code). Open a door or window with a sensor and then check the message on the control panel by pressing status (\*) to make sure the message (sensor xx open) is displayed for the sensor you are testing. Repeat this process for each sensor you have installed.

To test that the system is contacting the security monitoring service make sure you have your account number and password, then call your monitoring service and inform them that you are going to test the system. They will ask you for a time frame for your test (1 hour, 1 day etc.) during which time they will

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ignore all alerts until you call to tell them you have completed your test or the time has expired and the system is reactivated. They recommend that during the test you alarm the system, open a door or press the panic button, wait 15 to 30 seconds for the equipment to contact them, and then clear the system by entering 1 + pass code. This can be done for the panic alarm, and doors and windows that are armed. The sensor test makes it unnecessary to do a test for each sensor if you have performed the previous test. To test the motion detector set the alarm to away(3+code) then stay out of range of the motion detector for 5 to 10 seconds then move into range to set off the alarm. Again, clear the alarm by entering 1 + pass code. Testing smoke/fire alarms connected to the system can be done but requires setting off the smoke alarm. This may not be feasible without a can of compressed smoke sold for this purpose. It also requires time for the smoke to clear, so if you are a real enthusiast, make sure you allotted enough time for this test. When you have tested the system call the monitoring station and inform them you have completed your test or wait for the time to expire after which the system will be automatically reactivated.

The smoke detectors installed by Toll Brothers are not connected to the monitoring system unless you bought that option when you purchased the house or had it added later at an additional cost. Those not connected only sound an alarm within your home. The panic button, fire/smoke detectors connected to the system, police, fire, and auxiliary buttons on your control panel are active whether or not you have the alarm set to away or stay. All other sensors react to the setting on your control panel. The basic difference between away and stay is the motion detector(s) do not function on the stay setting.

There are some features that can be activated that might be useful to certain households. They are:

- A key chain touch pad that allows arming or disarming the system or activating the panic buttons.
- A portable panic button that can be carried with you or moved from room to room.
- If your fire/smoke alarms are not connected to the security system, additional wireless detectors can be installed (recommend one per floor).
- If you choose not to have a land phone line and function with cell phone coverage only, equipment can be added to allow the security system to communicate with the cell phone towers. This requires an additional monthly fee.
- The security companies have a wide range of options that can be added to meet your individual needs.

These features differ slightly across the three companies servicing Regency at Providence. In some cases the equipment can be programmed remotely from the control center, in others, a service technician will need to come to your residence to install the equipment. These features require the system to be wireless capable, this capability can also be added. Equipment costs and installation fees will apply. Some features require an additional monthly fee that will be billed to you directly.

The contact information for requesting additional services are:

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Westminster – Connective Home Service

Phone: 866-947-3348

My Alarm Center – Scott Caputo, Sales Representative

Phone: 215-669-3483

Email: [scott.caputo@myalarmcenter.com](mailto:scott.caputo@myalarmcenter.com)

ADT- Community Association Service Center

Phone: 800-878-7806 (select option 2 to add or change service, any representative can help you.)

Disclaimer: As with all advice/recommendations, we are presenting the best current information we can on a given subject. We believe the information is current and accurate as of the day it was posted to the RAP website. However, you should always consult experts, whether in health care or other fields, to ask specific additional questions you may have regarding how this information affects you personally.