

Shoma Homes at Keys Cove Condominium, Inc.



YOUR FIRE AND SECURITY SOLUTION

AFA's Inspection, Maintenance, and Monitoring services furnish Keys Cove Condominium's 27 apartment buildings.

KEYS COVE

CASE STUDY

The Shoma Homes at Keys Cove Condominium is a gated residential community in Homestead, Florida. The community consists of 27 freestanding apartment buildings, each with their own fire alarm system and central station account. Keys Cove needed a reputable fire alarm company that could take care of each building's fire alarm inspection, maintenance and monitoring services. After meeting with AFA Protective Systems Inc. (AFA), it was apparent they found the most responsive and reliable vendor for their fire alarm needs.

AFA TACKLES KEYS COVE'S FIRE ALARM ISSUES

Maintaining 27 buildings is no easy task. You need vendors you can trust in order to keep everything running smoothly. Keys Cove wanted a reputable fire alarm vendor for code-required inspection, maintenance and monitoring services who would provide the personal care of a small local vendor. "We were looking for a company that was responsive, knowledgeable and with the resources needed to service our site," said Keys Cove Facility manager, Janine Nevarez. After a thorough online review, Keys Cove called AFA because of AFA's longstanding reputation as the most responsive fire alarm company.

Jessica Pichardo, AFA's South Florida Systems Consultant, went down to Homestead to survey each building. Said Pichardo, "They had a lot of work that needed to be done. Some of their systems were relatively old systems and some panels were damaged. Other systems had broken parts that needed repair."

Furthermore, Nevarez told AFA that they were having issues finding a vendor who would monitor their current systems which used Telguard radios. Other central station companies refused to use the existing equipment, insisting they spend money to use their proprietary equipment.

KNOWLEDGE, RESOURCES AND DIVERSITY GOES A LONG WAY FOR KEYS COVE

AFA came in and not only solved all fire alarm issues raised by Keys Cove, but then went above and beyond. During a second meeting with the Condominium president, Jessica and the AFA team laid out their findings and provided solutions for all issues they discovered, including some overlooked by Keys Cove. "The professionalism Jessica brought to the second meeting made AFA stand out from their competition," said Nevarez. "AFA presented themselves well and showed how advanced their technology was with their central station app: Vision Monitoring."

Once AFA took over as fire alarm vendor for Keys Cove, it was able to work through each issue. As a result, AFA made the following improvements for Keys Cove:

- Save the Customer Money
 - AFA used each building's current Telguard radio equipment. AFA continued to monitor using the existing radios and only updating the communicator as needed.
 - AFA only upgraded the panels that showed damage.
- Receive Responsive Service – Whenever Keys Cove calls for service, AFA answers. Janine Nevarez said, "Whenever I call, I get an immediate response from AFA. They not only respond, they go out of their way to help and make sure we are taken care of."

- **Fix Each Fire Alarm Issue** – After the initial inspections were complete, it was clear that each system needed some level of repair. Once AFA completed the repairs, the systems were retested. Keys Cove was then given the clear inspection report AFA promised.
- **Cleared Citations** – The condominium had been receiving citations due to the false alarms. Keys Cove sent AFA’s Frank De La Grana all existing citations before they even took over the system. “Frank was very knowledgeable regarding the fire department. He was able to manage our preexisting citations and helped save us time and money,” said Nevarez. AFA became Keys Cove’s advocate and talked to the fire alarm inspectors on their behalf.
- **Created Solutions** – Keys Cove had an issue with their panels because each time lightning hit the facility, it would “ground” the system forcing the customer to replace an old panel. AFA added surge protection to protect devices and panels.

KEYS COVE STANDS TALL ALONGSIDE NEW FIRE ALARM PARTNER

AFA’s takeover of the 27-building apartment complex was successful. AFA was able to cure all issues that Keys Cove had with their fire alarm systems. By using AFA as a fire alarm vendor, Keys Cove was able to fix every alarm issue, have all their citations cleared, receive tailored creative solutions as well as the responsiveness they desired, while at the same time experience a cost savings.

“When Keys Cove calls us with a question or an issue, we provide the easiest solution. For example, we recently set up an email system with our dispatch if they should ever need service,” said Pichardo. As a result of these successes, Keys Cove has entered into an agreement with AFA to provide Fire Alarm Monitoring, Inspection and Maintenance for years to come.