

The Security Partner That Shows Up Before, During, and After

How Maine-based Cunningham Security supports property managers through every phase of ownership

The real test of a security partnership isn't just responding when the alarm sounds—it's being there before, during, and after.

The pet store in South Portland was still smoldering when Abby Cassidy's phone started ringing.

Insurance companies needed timestamps. The tenant wanted to know what triggered the alarm. The building owner expected a timeline. Cassidy, who manages the property for Commercial Properties Management, needed all of it ... *now*.

"I needed to have reporting submitted to us right away," Cassidy recalled. "Cunningham, as our security partner, was able to provide that to us very quickly."

Cunningham's response was immediate because the groundwork had been laid years earlier. The partnership didn't start with an emergency—it started with careful planning, trust, and shared values.

Starting at the Blueprint

Cassidy manages roughly 1.9 million square feet across Maine—retail centers, office buildings, medical facilities, residential properties, condominiums. "Commercial Properties Management has over 60 customers that are based throughout the state of Maine," she said.

For 18 years, she's brought Cunningham Security in during planning. They review drawings, check

device placement, and verify fire and sprinkler requirements against Maine codes.

"When building a new building, you can make recommendations to use your preferred vendors," Cassidy said. "And in most of our buildings that we manage, Cunningham Security has been a part of that at the beginning, and it provides me with reassurance that our building is taken care of and safe and meets all the state and local code requirements for our building safety."

This front-end work avoids failed inspections and costly retrofits. It keeps occupancy on track."

When Crisis Calls

Speed matters when something goes wrong. Cunningham's monitoring center calls Commercial Properties Management directly—a person, not a recording.

"Cunningham provides us with a full suite of services to us and our company and to our clients, whether that's a fire security system or a burglar system, or monitoring for water leaks, gas leaks," Cassidy said.

The system monitors what actually threatens buildings: fire, water, gas, intrusion. If the first number doesn't answer, they keep calling.

“I personally love working with Cunningham Security, not only because they provide great service, but because they are a local company that provides amazing service to our local community as well.”

—Abby Cassidy, Owner and Sr. Property Manager, Commercial Property Management

“Our company will receive a phone call that will be from Cunningham Security’s headquarters that will alert us of any issues or alarms or alerts that are happening at or within the building that we manage,” Cassidy said.

Because Cunningham operates locally, Cassidy can reach the team in Maine or call the owner directly.

“If I have an issue, I can pick up the phone and get somebody who’s local,” Cassidy said. “Or I can contact the owner directly and talk to him personally. He will listen and take care of our needs immediately.”

After the Smoke Clears

The flames were out at the pet store. The tenant and pets were safe. But Cassidy’s work had just started.

Claims needed documentation. Timestamps. Event logs. System status reports. The reports arrived fast, which kept the insurance claim moving and helped everyone—tenant, owner, insurer—move forward.

“Commercial Properties Management has been working with Cunningham Security for over 18 years,” Cassidy said. “We’ve chosen to work with them because of their loyalty and dedication to our properties and to our clients.”

The relationship rests on shared values: communication, responsiveness, accountability. “Commercial Properties Management shares the same values with Cunningham Security in regard to their dedication and loyalty and hard work, but above all, their communication to us and to our clients.”

Being Maine-based matters.

“I personally love working with Cunningham Security, not only because they provide great service, but because they are a local company that provides amazing service to our local community as well.”

The relationship has evolved beyond typical vendor arrangements.

“It’s not only a partnership within our company, but it’s also a friendship,” Cassidy said. “They truly care and take care of our needs and wants here for our buildings.”

The Recommendation Test

For Cassidy, vendor selection is personal. “When I manage properties for our clients, I look for vendors that I would hire for my own properties,” she said. “I would definitely recommend Cunningham Security to anyone who has a building that they want to have reassurance that their building is safe and secure.”

That recommendation comes from measuring what matters most: expertise during planning, responsiveness during emergencies, documentation when claims demand it.

The night of the pet store fire, Cassidy already had what she needed — a partner who showed up before the blueprint was final, during the emergency call no one wants to get, and after the smoke cleared when details decide outcomes.

In other words, true peace of mind.

About Cunningham Security

Cunningham Security Systems was founded in 1983. The company serves homes and businesses across Maine with security alarms, fire protection, video surveillance, access control, and environmental monitoring. It is locally led by Maine native Mike Major.

About Commercial Properties Management

Commercial Properties Management is based in Portland, Maine, and manages about 1.9 million square feet across retail, office, medical, residential, and condominium properties.

For more information, visit **cunninghamsecurity.com**