

Incident Log

October 18, 2008 - November 30, 2008

Important: Please note the difference in emergencies vs. non-emergencies in regards to paging the Operations Manager after hours. *Non-emergencies* (broken sprinkler that will turn off in 10 minutes, parking permits, regular business questions, etc.) should be left on the answering machine or called into the office during business hours. Paging the Operations Manager for *emergencies* (witnessing vandalism that's destroying Association property, broken water main that doesn't stop, violation of governing documents, etc.) would be appropriate. **Emergencies or security issues involving your personal safety or personal property should be called in to the Brea Police Dept.** Our office would like to be informed about vandalism or thefts of personal property too. Thank you.

Date	Incident
10-18-08 Saturday	3 a.m. Opened office until 5:45 a.m.
10-19-08 Sunday	4 a.m. Opened office until 6:30 a.m.
10-20-08 Monday	3:45 a.m. Opened office. message. Owner left message that they will be out of town for a few days. Left contact info. morning. Routine drive through. Observed 2 lights blinking: one near dumpster and one near (Deleted) Shady Ct. Crew to repair. morning. Owner at (Deleted) Cactus Ct. let office know that their guest will be in guest parking this week (Deleted). morning. Police responded to incident on Live Oak. 3 p.m. City worker came to office because he wanted to repair city street light but a black Mitsubishi was parked under it. Unable to identify owner of vehicle. Light will have to be repaired later.
10-21-08 Tuesday	6 a.m. Opened office. morning. Routine drive through. Observed two lights out on Clover Ct. This street had lighting problems recently. There may be an electrical problem. Also observed a light out in the corridor between the two Wagonwheel Circle 1 p.m. Housecleaning service picked up key that owner on Butte Ct. left in office for them. 1:15 p.m. Owner at (Deleted) Mountain Ct. reported an out of state vehicle being parked for several days on Live Oak. Contacted police to investigate. Beige truck Utah? (Deleted) MGD.
10-22-08 Wednesday	4:15 a.m. Opened office.
10-23-08 Thursday	3:30 a.m. Police responded to townhome on Meadow Ct.
10-24-08 Friday	4 a.m. Routine drive through. Observed light out on (Deleted) blk Mountain on St. College side. Crew to repair.
10-25-08 Saturday	6:30 a.m. Opened office until 7:30 a.m.
10-27-08 Sunday	5 a.m. Opened office until 8:30 a.m. 11 a.m. Opened office until 12:45 p.m.

10-27-08
Monday

4 p.m. Routine drive through. Observed quadrant of lights out along corridor between (Deleted) blk Mountain and (Deleted) blk Panorama Ct. Crew to repair.

7:30 a.m. Owner from (Deleted) Cactus Ct. let office know that her guest will be parking their vehicle in guest parking stalls this week ([REDACTED]).

morning. Owner at (Deleted) Shady Ct. reported seeing a man walking around picking flowers from the common area.

noon. Office contacted a pool contractor arrived to perform inspection for compliance of Virginia Graeme Baker Pool and Spa Safety Act. All pools were inspected today.

10-30-08
Thursday

6 a.m. Opened office.

3:15 p.m. Owner at (Deleted) Rustic Ct. let office know that one vehicle from their residence will be in guest parking for one week ([REDACTED] day).

10-31-08
Friday

3:30 a.m. Opened office.

11 a.m. Off site owner came to office to obtain a pool card but forgot to take his wallet. Staff let him know it was safe in our office for pick up.

1:45 p.m. Crew found a blue envelope in the dirt in the front of the clubhouse. He brought it to the office. Envelope had already been opened but check was still inside. Staff called owner to let him know that we do have the check but that it should be mailed in through the post office so this doesn't happen.

afternoon. Owner from (Deleted) Scenic Wall called office because there is a dead rat on the mat to her front door. Crew responded to remove it.

6 to 10 p.m. Four crew members patrolled community in an effort to provide a safe environment for trick or treaters, and to watch for any vandalism.

11-1-08
Saturday

3:20 a.m. Opened office until 7 a.m.

11-2-08
Sunday

1:45 a.m. Opened office.

11-3-08
Monday

4 a.m. Opened office.

7:05 a.m. Owner at (Deleted) Cactus Ct. reported that guest's vehicle for this week ([REDACTED] 5, [REDACTED]).

11-4-08
Tuesday

4 a.m. Routine drive through. Observed light out along (Deleted) blk Mountain Ct., on State College side. Opened office until 6 a.m.

9:30 a.m. Owner from (Deleted) Clover Ct. called to ask where the attic access is to her townhome. There is an animal in attic but a pest control company would need an access. Foreman responded to check for access. see 11-11-08.

11-5-08
Wednesday

3 a.m. Opened office.

11-6-08
Thursday

3:30 a.m. Opened office.

11-7-08
Friday

4:30 a.m. Opened office.

message. Owner from (Deleted) Mountain Ct. reported a leaking sprinkler by his meter on garage side. Crew to repair.

11-8-08
Saturday

4:30 a.m. Opened office until 7:15 a.m.

**11-9-08
Sunday**

3 a.m. Opened office until 7:45 a.m.

**1-10-08
Monday**

4:30 a.m. Opened office.

7:30 a.m. Owner from (Deleted) Cactus Ct. let office know that her guest will have vehicle in guest parking this week (Deleted).

message. Owner from (Deleted) Timberline Ct. reported that kids were having a paint ball fight and some of the garage doors have paint on them.

morning. Off-site owner called office to obtain mail box key for property. She was given the direct number for the post office.

11:30 a.m. Owner from (Deleted) Wagonwheel Cir. reported two dead birds in common area.

6:45 p.m. Manager arrived before monthly meeting and noted that the lights for clubhouse and pool area were not on. Checked circuits and found that a GFI had tripped. Reset GFI.

**11-11-08
Tuesday**

4:30 a.m. Routine drive through. Observed pole light problems near front door of (Deleted) Meadow Ct. Crew to repair.

6:40 a.m. Manager checked mulch near Live Oak pool to verify that men cleaned up area as requested. Noted illegally parked trailer on Park Lane near Spring Ct.

afternoon. Owner from (Deleted) Clover called to report that she hired a pest control company and they set traps on her roof (she was hearing noises in the attic). Pest control returned and found a rat in the trap. Others were set out just in case there are more. Pest control will return in a few days and check them.

**11-12-08
Wednesday**

3:30 a.m. Opened office.

**11-13-08
Thursday**

1:40 a.m. Opened office until 4 a.m.

morning. Crew brought in cell phone left at Live Oak pool facility. Staff left message for last person using the pool to call if they lost item.

**11-14-08
Friday**

2:40 a.m. Routine drive through. Observed garage door open at (Deleted) Meadow Ct. with no lights on in home. Opened office.

7:15 a.m. Crew arrived to check garage door opener for resident on (Deleted) Mountain Ct. Noted that door was not working properly due to a broken spring. Provided a garage door contractor for the resident.

9:10 a.m. Off-site owner from (Deleted) Glade Ct. reported that her trash receptacle is outside due to Brea Disposal exchanging her damaged container for a new one.

afternoon. Owner from (Deleted) Glade Ct. called to let office know that she may have vehicles outside garage for one night.

**11-15-08
Saturday**

2:45 a.m. Opened office until 8:15 a.m.

morning/afternoon. High winds with nearby firestorm.

**11-16-08
Sunday**

7:30 a.m. Opened office until 10 a.m. Several residents had evacuated and called to office. Rob answered and let them know that there was no damage to their townhome.

**11-17-07
Monday**

11 a.m. Opened office until 11:20 a.m.

3 a.m. Routine drive through. Observed light out near (Deleted) Cascade Ct. Crew to repair.

message. Resident at (Deleted) Mountain Ct. left message that one vehicle is outside garage for tonight.

message. Report of light out near (Deleted) and (Deleted) Wagonwheel Cir. Crew to repair.

9 a.m. Owner at (Deleted) Surry Ct. came to office to request leaving one vehicle (gray Jetta) outside for one week. His mother-in-law (and previous owner in Country Road) lost home in Carbon Canyon fire, and will park her vehicle inside his garage.

morning. Owner from (Deleted) Surry Ct. was walking in community and found a back pack along parking stall near (Deleted) Meadow Ct. He called the name in the bag and it belongs to the owner's son at (Deleted) Butte Ct. The son said items had been removed from his vehicle, this bag being one of them. He picked the bag up at on-site office.

2:15 a.m. Resident from (Deleted) Cactus Ct. called to report a light out on front side of townhome. He also stated that he was appreciative that Rob answered his call on Sunday morning to let him know that there was no fire damage. Residents had evacuated Saturday evening.

11-18-08
Tuesday

2:45 a.m. Opened office.

1 p.m. Report of light blinking at front door side of (Deleted) Timberline Ct. Crew to repair.

1:15 a.m. Resident at (Deleted) Mountain Ct. came to office because she lost her dog yesterday. Staff took flyer and will show to crew to see if they have seen her.

11-19-08
Wednesday

2:30 a.m. Opened office.

11-20-08
Thursday

2:20 a.m. Opened office. Routine drive through. Observed light out between corridor of (Deleted) and (Deleted) Mountain Ct. Crew to repair.

message. Owner at (Deleted) Panorama Ct. let office know that they will be out of town a few days.

11-21-08
Friday

2:30 a.m. Opened office.

9 a.m. Crew observed a solicitor placing flyers on doors and requested that he leave. Ten minutes later a homeowner called because the person was on State College side and placing flyers still. Crew responded and walk person away from complex.

morning. Owner from (Deleted) Timberline Ct. reported light out near the fence by his home. Crew to repairs.

11-22-08
Saturday

4:30 a.m. Opened office until 9:30 a.m.

11-23-08
Sunday

2:45 a.m. Opened office until 6 a.m.

11-24-08
Monday

2 a.m. Opened office.

11-25-08
Tuesday

4 a.m. Opened office.

11-27-08
Thursday

2 a.m. Opened office until 7:15 a.m.

11-28-08
Friday

3:45 a.m. Opened office. until 7 a.m.

11-29-08
Saturday

5:30 a.m. Opened office. until 7:30 a.m.

noon. Opened office until 2:15 p.m.

11-30-08
Sunday

3:15 a.m. Opened office until 7:15 a.m.

Incident Log

December 1 - 24, 2008

Important: Please note the difference in emergencies vs. non-emergencies in regards to paging the Operations Manager after hours. *Non-emergencies* (broken sprinkler that will turn off in 10 minutes, parking permits, regular business questions, etc.) should be left on the answering machine or called into the office during business hours. Paging the Operations Manager for *emergencies* (witnessing vandalism that's destroying Association property, broken water main that doesn't stop, violation of governing documents, etc.) would be appropriate. **Emergencies or security issues involving your personal safety or personal property should be called in to the Brea Police Dept.** Our office would like to be informed about vandalism or thefts of personal property too. Thank you.

<u>Date</u>	<u>Incident</u>
12-1-08 Monday	1:20 a.m. Opened office until 3:30 a.m. Reopened at 7 a.m. 4:35 p.m. Reopened office until 7:15 p.m. message. Left over weekend by residents at (Deleted) Butte Ct. that 3 vehicles will be outside garage until today.
12-2-08 Tuesday	3:45 a.m. Opened office until 3:30 p.m. 6:05 p.m. Reopened office until 7:15 p.m.
12-3-08 Wednesday	3:50 a.m. Opened office until 3:30 p.m.
12-4-08 Thursday	2:30 a.m. Routine drive through. Observed light out near (Deleted) Meadow Ct. Crew to repair. Opened office until 3:30 p.m. 9:30 a.m. Owner from (Deleted) Timberline Ct. informed office they will be out of town for 3 weeks.
12-5-08 Friday	3:45 a.m. Opened office until 3:30 p.m.
12-6-08 Saturday	3:35 a.m. Opened office until 5:10 a.m.
12-7-08 Sunday	2:55 a.m. Opened office until 4:40 a.m.
12-8-08 Monday	3:45 a.m. Opened office until 5:15 a.m. Reopened at 7 a.m. message. Report of pole light out near (Deleted) Mountain Ct. Crew to repair. message. Report of broken sprinkler near (Deleted) Calico Ct. Crew to repair. message. Owner from (Deleted) Prairie Ct. reported that unknown person parked vehicle in front of his garage and blocked his vehicle. 8:30 a.m. Owner from (Deleted) Shady Ct. called because she could hear noises on her roof. Staff confirmed that roofing crew is cleaning flat roof drains and rain gutters on her street. 10:10 p.m. Emergency vehicles responded to (Deleted) Cactus Ct.
12-9-08 Tuesday	11:55 a.m. Owner from (Deleted) Clover Ct. reported broken glass at intersection of Live Oak and Wagonwheel Cir. Crew to clean up. afternoon. Owner from (Deleted) Mountain Ct. reported a woman soliciting at properties. Crew to respond and request that she leave.

- 12-10-08**
Wednesday 2:55 a.m. Opened office until 3:30 p.m.
- 12-11-08**
Thursday 4:05 a.m. Opened office until 5:55 a.m. Reopened at 7 a.m.
early morning. Police responded to (Deleted) blk Mountain Ct. for disturbance.
- 12-12-08**
Friday 2:55 a.m. Opened office until 5:25 a.m. Reopened at 7 a.m.
7:35 a.m. Foreman's assistant informed office that water was rushing out from garage at (Deleted) Surry Ct. Staff contacted resident at property to inform him about leak. It turned out to be the water heater in his garage. Crew shut off water for him.
message. Owner from (Deleted) Wagonwheel Cir. informed office they will be out of town from Dec. 20 to Jan. 3. Gave contact info.
1:45 p.m. Resident at (Deleted) Butte Ct. requested a temporary approval to park vehicle (brown Camry) outside garage for 1-1/2 weeks while remodeling being performed at townhome. Approval given until 12-22-08.
- 12-13-08**
Saturday 3:40 a.m. Opened office until 5:50 a.m.
6:25 a.m. Reopened office until 7:10 a.m.
8:35 a.m. Reopened office until 9:40 a.m.
- 12-15-08**
Monday 10 a.m. Owner from (Deleted) Panorama Ct. called to inform office that she had a guest that will be parking in guest parking stalls this week (██).
2:20 p.m. Resident at (Deleted) Rustic Ct. reported two girls soliciting for magazines. Crew to instruct solicitors to leave community.
- 12-16-08**
Tuesday 3:30 a.m. Routine drive through. Observed light blinking at (Deleted) Mountain Ct. Crew to correct. Also observed city light out (intermittently) on Park Lane and (Deleted) Cascade Ct. Problem reported to city maintenance (Annette). Opened office.
- 12-17-08**
Wednesday 3:55 a.m. Opened office.
Owner from (Deleted) Shady Ct. called because she found a board in her patio that had fallen. Crew responded and it was a small lattice board that fell from her patio cover.
- 12-18-08**
Thursday 2:30 p.m. Owner from (Deleted) Timberline Ct. reported light out to the south of his townhome. While crew was investigating, they also found a light out near (Deleted) Rustic Ct.
- 12-19-08**
Friday 5:10 a.m. Routine drive through. Observed light out between Calico Ct. and (Deleted) blk Mountain Ct.
Opened office.
morning. Locked up both pool facilities per attorney's instruction because of new mandated regulations on pool, spa, and wader drains.
- 12-20-08**
Saturday 4:35 a.m. Opened office until 5:45 a.m.
- 12-22-08**
Monday 2:20 a.m. Routine drive through. Observed light out on (Deleted) blk Mountain Ct. (near garage on St. College side). Opened office.
9 a.m. Owner on Dale Ct. called because they blew a circuit but can't find circuit breaker box. O.M. responded and successfully remedied problem.
- 12-23-08**
Tuesday 5:05 a.m. Opened office.
morning. Frost on wood roofs from cold weather. Crew advised to use extra precautions.
- 12-24-08**