

Incident Log

December 26 2008 to January 15, 2009

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

12-26-08

Friday

morning. Frost on wood roofs and front clubhouse decks. Crew broomed the deck and placed caution cones up.

message. Owner at (Deleted) Shady Ct. reported that tools were stolen from garage while garage door was left open for a short period of time. Staff recommended it be reported to Brea police.

message. Owner at (Deleted) Mountain Ct. reported that they have a guest through New Years and their [REDACTED] will be parked outside during this time so guest can park inside garage.

2:15 p.m. Owner from (Deleted) Mountain Ct. called because they are out of town and house sitter reported that someone may have tried to break in. This was reported to police. Foreman looked at double doors and neither appeared to be forced or damaged.

2:35 p.m. Owner at (Deleted) Butte Ct. locked herself out of home. Foreman responded however owner had already found a way back into residence.

12-28-08

Sunday

4:45 a.m. Opened office until 11:15 a.m.

2 p.m. Reopened office until 4:45 p.m.

12-29-08

Monday

morning. Report of front clubhouse deck light flashing. One mushroom light out along front of [REDACTED] Wagonwheel, and one mushroom light out on Rustic Ct. on Park Lane. Crew to repair.

7:30 a.m. Crew reported light out at rear of clubhouse. Crew to repair.

morning. Crew saw small white dog (belongs to (Deleted) Cascade) running in community. Crew was unable to catch it. No phone number to contact tenants. Staff called owner who will call her tenants to let them know.

12-30-08

Tuesday

6:40 a.m. Opened office.

8:45 a.m. Resident at (Deleted) Cactus Ct. reported broken sprinkler between her property and (Deleted) Cactus. Crew to repair.

afternoon. Owner from (Deleted) Mountain Ct. reported that one of the irrigation controllers was leaning against their townhome. Crew investigated and the base has rusted out. Need to replace controller box.

12-31-08

Wednesday

5:15 a.m. Opened office.

message. Owner from (Deleted) Panorama Ct. reported blinking light near garage. Crew to repair.

message. Owner at (Deleted) Butte Ct. left message that he will be out of town for a week.

message. Resident at (Deleted) Mountain Ct. called to report an illegally parked vehicle. Staff returned call but resident said the vehicle was gone.

morning. Woman came to office inquiring about the For Lease sign on St. College. There was an arrow--no address or phone number. (It isn't for the house it is posted by). Office does not know which property the for lease sign is for.

1-2-09

Friday 3:30 a.m. Opened office.

1-3-09

Saturday 2:50 a.m. Opened office until 4:55 a.m.

5:25 a.m. Reopened office until 6:55 a.m.

1-4-09

Sunday 3:20 a.m. Opened office until 6:35 a.m.

1-5-09

Monday 1 a.m. Opened office until 4:50 a.m. Reopened at 7 a.m.

11 a.m. Owner at (Deleted) Knoll Ct. reminded office that she has a guest using guest parking while working on residence.

11:15 a.m. Owner at (Deleted) Surry Ct. reported one light out at front of property and one light out at rear of property. Crew to repair.

2:50 p.m. Resident from Timberline reported that AT&T was trenching in area and sprinkler station no longer works. Crew to investigate.

1-6-09

Tuesday 3:20 a.m. Opened office.

morning. Report of light out on (Deleted) Prairie Ct. Crew to repair (ballast was bad).

7:20 a.m. Member reported light out in front of (Deleted) Mountain Ct. and (Deleted) Mountain Ct.

afternoon. Crew found another tree light out near front of (Deleted) Mountain Ct. Crew to repair.

1-7-09

Wednesday 5:15 a.m. Opened office.

1-8-09

Thursday 3:05 a.m. Opened office.

1-9-09

Friday 4:50 a.m. Opened office.

1-10-09

Saturday 3:25 a.m. Opened office until 7:25 a.m.

12:05 p.m. Reopened office until 2:15 p.m.

1-11-09

Sunday 5:35 a.m. Opened office until 8 a.m.

1-12-09

Monday 4:15 a.m. Opened office.

1-13-09

Tuesday 5:15 a.m. Opened office.

1-14-09

Wednesday 3:20 a.m. Opened office.

afternoon. Owner at (Deleted) Spring Ct. reported light out between her garage and (Deleted) Spring Ct. Crew to repair.

1-15-09

Thursday 1:30 a.m. Routine drive through. Observed light out on west side of (Deleted) blk Mountain Ct. Crew to repair. Opened office until 3:40 a.m. Reopened at 7 a.m.

8:30 p.m. O.M. noticed that pool lights were not working correctly. Checked circuit, etc.

Incident Log

February 3, 2009 to February 28, 2009

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Date	Incident
2-3-09 Tuesday	2:30 p.m. Owner from (Deleted) Mountain Ct. reported two thefts in the last two weeks. Unknown person(s) entered garage twice and stole items out from vehicle parked inside the garage. It was suggested that these incidents be reported to the police. afternoon. Owner at (Deleted) Wagonwheel Cir. left message that she will be out of town soon and left contact information.
2-4-09 Wednesday	2:15 a.m. Opened office.
2-5-09 Thursday	2:55 a.m. Opened office. 11:50 a.m. Owner at (Deleted) Mountain Ct. informed office that she will be out of town for a few days. Emergency number on file. afternoon. Resident at (Deleted) Mountain Ct. reported light out at front of property. Crew repaired. 8:30 p.m. O.M. driving through complex and observed pole light blinking on north side of large Lambert Road planter. Crew to repair.
2-6-09 Friday	4:35 a.m. Opened office. morning. Report of several lights out on Prairie Ct. Crew to repair. message. Received report of broken sprinkler by garage at (Deleted) Mountain Ct. Crew to repair. mid afternoon. Accident on St. College in front of (Deleted) blk Mountain Ct. Road closed off and traffic was routed through Live Oak and Country Lane.
2-7-09 Saturday	4:15 a.m. Opened office until 6:25 a.m.
2-8-09 Sunday	5 a.m. Opened office until 6:45 a.m. 8 a.m. Opened office until 12:10 a.m. noon. Received call from off-site owner of (Deleted) Buckboard Ct. that roof was leaking.
2-9-09 Monday	4:40 a.m. Opened office. early afternoon. Owner from (Deleted) Butte Ct. called because boys at (Deleted) Sage Ct. were shooting pellet gun(s). Police were called and responded. mid afternoon. High winds. No problems noted. 6:25 p.m. Opened office until 11:30 p.m.
2-10-09 Tuesday	4:20 a.m. Opened office.
2-11-09 Wednesday	6 a.m. Opened office.
2-12-09 Thursday	5 a.m. Opened office 7:30 a.m. Owner from (Deleted) Shady Ct. complained of light controller in front of townhome making loud buzzing noises. Crew checked and relay switch needed to be replaced. 8:50 a.m. Report of sprinkler shooting off near (Deleted) Mountain Ct. Crew to repair.

2-13-09
Friday 3:45 a.m. Opened office.
 5 a.m. Homeowner was walking his dogs and observed two men with knit caps and dark clothing walking on Live Oak (one on each side) with a flash light and looking into cars. They noticed that the owner saw them. The owner went to get his cell phone to call the police but the men had left. Note: 2 vehicles were broken into a few weeks ago.

2-13-09
Saturday 3 a.m. Opened office until 8 a.m.

2-14-09
Sunday 4:45 a.m. Opened office until 6:15 a.m.

2-16-09
Monday 4:10 a.m. Opened office.

2-17-09
Tuesday 4:20 a.m. Routine drive through. Observed light blinking at (Deleted) Mountain Ct. Crew to repair. Opened office.
 9:45 a.m. Resident at (Deleted) Mountain Ct. called because she needs a plumber and wanted to get rid of her old washing machine. Staff provided a referral, and suggested she contact Brea Disposal for a free bulky item pick-up.

2-18-09
Wednesday 4 a.m. Opened office.

2-19-09
Thursday 4:15 a.m. Opened office.

2-20-09
Friday 9:45 a.m. Owner at (Deleted) Scenic Way reported that one of the cement blocks in front of parking stall is broken with rebar sticking out. Crew to pick up and replace it today.

2-21-09
Saturday 4 a.m. Opened office until 6:30 a.m.

2-22-09
Sunday 4 a.m. Opened office until 6:30 a.m.
 5 a.m. Routine drive through. Observed blinking light by garage at (Deleted) Mountain Ct. Crew to repair.
 11 a.m. Opened office until 1 p.m.
 message. Owners at (Deleted) Calico Ct. informed office that they will be out of town for a week.

2-23-09
Monday 5:45 a.m. Opened office until 6 a.m.
 morning. Owner from (Deleted) Meadow Ct. reported lost vehicle key.
 3:10 p.m. Owner from (Deleted) Glade Ct. reported suspicious activity at rear of property. Foreman responded and noted 3 males trying to get into vehicle. Staff called Brea Police to respond. The individuals were able to get into vehicle and exited community via Lambert Rd. Staff called police to update them.

2-24-09
Tuesday 4:30 a.m. Opened office until 4:45 a.m.
 11:50 a.m. Owner at (Deleted) Vista Ct. reported a small white dog with tags running loose. Owner was unable to catch the dog. Crew responded and was unable to catch the dog either. Crew thought it may belong to a residence on Scenic Way. Staff called two residents to let them know.

2-25-09
Wednesday 4:15 a.m. Opened office until 6:30 a.m.
 Contractor arrived to begin grinding down trip and fall sidewalks.

2-26-09
Thursday 4:30 a.m. Opened office until 5:15 a.m.
 8 a.m. Auditor arrived to collect records for annual audit (2008).

2-27-09
Friday 5 a.m. Opened office.

2-28-09
Saturday 4:15 a.m. Opened office until 4:20 a.m.
 message. Received report of light out between (Deleted) & (Deleted) Mountain Ct. Crew to repair.

Incident Log

March 2, 2009 to March 20, 2009

Important: Please note the difference in emergencies vs. non-emergencies in regards to calling 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. Calling the Operations Manager after hours 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>
3-2-09 Monday	<p>3:47 a.m. Routine drive through. Observed garage door open with a light on at (Deleted) Mountain Ct. On second drive through the door was closed. Opened office until 5:09 a.m.</p> <p>5:15 a.m. Routine drive through. Observed light pole blinking at first garage on Glade Ct. Also checked for light that was reported on Mountain Ct. Observed that it was on front side of home near wrought iron fence. Crew to repair.</p> <p>9:45 a.m. Owners on Cascade Ct. informed office that they will be out of town for one month. Left contact information.</p>
3-3-09 Tuesday	<p>4:43 a.m. Opened office.</p> <p>10:30 a.m. Foreman found solicitor placing flyers on front doors near Lambert. Requested that he leave community.</p> <p>11:40 a.m. Owner from (Deleted) Mountain Ct. reported kids going door to door selling magazines. Crew responded but was unable to find them.</p> <p>early afternoon. Foreman found kids soliciting and request that they leave.</p> <p>message. Received message that two teen boys went into owner's patio at (Deleted) Mountain. She to call police.</p> <p>12:50 p.m. Owner from (Deleted) Cascade Ct. called to report two boys soliciting at townhomes.</p> <p>1 p.m. Owner from (Deleted) Vista Ct. called because two boys were knocking on doors. Foreman was instructed to find boys and keep an eye on them while police are being contacted. The boys were observed leaving community on Lambert. Police were notified and requested to respond and question the boys.</p>
3-4-09 Wednesday	<p>midnight. Three fire trucks entered community.</p> <p>4:15 a.m. Opened office.</p> <p>7:30 p.m. Male solicitor was at door to (Deleted) Buckboard Ct. He was unable to show proof of what he wanted and which company he worked for. Owner contacted police. Once police responded and questioned individual, it was determined that he was from AT&T and was soliciting. Owner informed him that there is no soliciting in community. She reported this incident to the office the next day.</p>
3-5-09 Thursday	<p>3:30 a.m. Opened office until 4:15 a.m.</p> <p>late morning. Crew observed mushroom light and pole light out between Panorama Ct. and (Deleted) blk Mountain Ct. Crew to repair.</p> <p>noon. Resident from (Deleted) Rustic Ct. reported broken sprinkler by front door. Crew to repair.</p>
3-6-09 Friday	<p>5:15 a.m. Opened office until 5:35 a.m.</p> <p>7 a.m. Owner reported a small dead animal on Country Lane in front of pool area. Crew to dispose of it.</p>

7:15 a.m. Resident at (Deleted) Mountain Ct. reported a mushroom light out on front side of (Deleted) Mountain Ct., and another mushroom light out off kitchen window at (Deleted) Mountain Ct. Crew to repair.

morning. Owner at (Deleted) Vista Ct. reported that she has bags in the common area for charity to pick up.

3-8-09
Sunday

4:36 a.m. Opened office until 4:41 a.m.

3-10-09
Tuesday

5 a.m. Opened office.

morning. Owner from (Deleted) Glade informed office that they have contractors in their garage to perform work at property.

11:30 a.m. Resident from (Deleted) Mountain Ct. called because a neighbor's guest parked in front of her garage and resident could not leave. Staff contacted neighbor and requested that the guest vehicle be moved. Crew responded to confirm that vehicle was moved.

early afternoon. Owner from (Deleted) Glade Ct. let office know that work was being performed on garage and their vehicle may be parked outside.

3-11-09
Wednesday

4:10 a.m. Opened office.

morning. Owner at (Deleted) Sage Ct. informed office that he will be out of town until end of month. Left contact number.

3-12-09
Thursday

3:40 a.m. Opened office.

3-13-09
Friday

5:30 a.m. Opened office.

8:15 a.m. Owner at (Deleted) Mountain Ct. informed office that she will be out of town and left emergency numbers.

11:20 a.m. Owner from (Deleted) Mountain Ct. informed office that items will be placed out on Monday night for bulky pick up the next morning.

3-15-09
Sunday

1:50 a.m. Opened office until 3 a.m.

3-16-09
Monday

message. Report of 1 or 2 sprinklers broken near (Deleted) Mountain Ct. Crew to repair.

message. Report of broken sprinkler near (Deleted) Mountain Ct. garage. Crew to repair.

message. Owner from (Deleted) Vista Ct. reported solicitors in area.

early afternoon. Owner from (Deleted) Scenic Way called to report broken sprinkler at Scenic and Live Oak, and another at Scenic and Vista Ct. Crew to repair.

3 p.m. Owner from (Deleted) Mountain Ct. reported that two packages delivered to his front door were stolen. Staff told owner that packages can be delivered to on-site office to hold for him.

3-17-09
Tuesday

4:05 a.m. Opened office.

7:45 a.m. Staff called Annette at city maintenance regarding dead branch in city tree on St. College Blvd. (300 blk Mountain Ct.).

afternoon. Extinguisher company arrived to perform annual maintenance service on all Association fire extinguishers.

3-18-09
Wednesday

4:30 a.m. Opened office.

10:45 p.m. Emergency vehicles responded to (Deleted) Shady Ct.

3-19-09
Thursday

4:30 a.m. Routine drive through. Observed open garage door at (Deleted) Clover Ct. (single woman). O.M. closed door and ran out of garage. Owner was later informed. Also noted pole light out by garage at (Deleted) Timberline Ct. Crew to repair. Opened office

3-20-09
Friday

4:30 a.m. Routine drive through. No problems noted. Opened office.

Incident Log

March 21, 2009 to April 17, 2009

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Date	Incident
3-21-09 Saturday	4:30 a.m. Routine drive through. Observed pole light out on Knoll Ct. Crew to repair. Opened office until 5 a.m.
3-22-09 Sunday	4:20 a.m. Opened office until 4:30 a.m.
3-23-09 Monday	4 a.m. Routine drive through. Observed pole light blinking near sidewalk to front door of (Deleted) Shady Ct. Opened office. message. Owner at (Deleted) Wagonwheel Cir. reported possible sprinkler broken at side of garage. Crew to check out. 11:50 a.m. Office was informed that an abandoned shopping cart is in front of the townhome at (Deleted) Butte Ct. Staff called the company that retrieves carts. If it belongs to one of their contracted grocery stores, it will be picked up within 24 hours. 1 p.m. Owner from (Deleted) Sage Ct. reported that their Basset Hound got out and is lost somewhere in community. Crew was alerted to contact office if he is seen in area. 4 p.m. Police responded to (Deleted) Shady Ct.
3-24-09 Tuesday	2:45 a.m. Opened office.
3-25-09 Wednesday	3 a.m. Routine drive through. Observed light out by clubhouse. Crew to repair. Opened office.
3-26-09 Thursday	3 a.m. Routine drive through. Observed illegally parked vehicle end of Meadow Ct. Opened office. 5 a.m. Routine drive through. Spoke with driver of illegally parked vehicle on Meadow Ct.
3-27-09 Friday	3:20 a.m. Opened office. 10:45 a.m. Owner's son at (Deleted) Timberline Ct. reported a lost wallet. None has been turned in but he will be called if crew finds it.
3-28-09 Saturday	8 a.m. Opened office until 10:30 a.m.
3-29-09 Sunday	10:30 p.m. Emergency vehicles responded to north Shady Ct.
3-30-09 Monday	4 a.m. Routine drive through. Opened office. message. Owners at (Deleted) Mountain Ct. informed office that one of their vehicles will be out of the garage for the next couple of nights due to furniture being delivered.
3-31-09 Tuesday	4 a.m. Opened office.
4-2-09 Thursday	3:05 a.m. Opened office until 6 a.m. 8:15 a.m. Owner from (Deleted) Scenic Way inquired if anyone had turned in a flute. None had been turned in.

10:30 a.m. Owner from (Deleted) Mountain Ct. informed office that they will be out of town for a few days. Emergency information on file.

4-3-09
Friday 3:15 a.m. Opened office.

4-4-09
Saturday 6:10 a.m. Opened office until 7:45 a.m.

4-5-09
Sunday 5:30 a.m. Opened office until 7 a.m.

4-6-09
Monday 3:30 a.m. Routine drive through. Observed light blinking at (Deleted) Wagonwheel Cir., next to garage door. Opened office.
 message. Report of a dead rat on grass near (Deleted) Clover Ct. Crew to pick up and dispose of it.
 message. Owner from (Deleted) Dale Ct. left message about a metal box near her garage over weekend. She moved it out of the way. Crew to investigate. Someone left the metal box. Crew disposed of it.
 8:30 a.m. Owner from (Deleted) Mountain Ct. reported two bee hives in trees near their property. Crew to investigate and call a bee company (illegal for crew to remove or harm bees).

4-7-09
Tuesday 4:40 a.m. Opened office.
 morning. Resident at (Deleted) Buckboard Ct. informed office that the sprinklers on front side of residence are not spraying correctly. Crew to investigate.

4-8-09
Wednesday 3:50 a.m. Opened office.

4-9-09
Thursday 6:30 a.m. Opened office.

4-10-09
Friday morning. Contractor stated that the permits were finally approved at county for work at Live Oak pool (contract was signed in Feb.). The contractor will drain pool on Tues. and begin work on Wed.

4-11-09
Saturday 2:15 a.m. Opened office until 3:35 a.m.
 night. Emergency vehicles responded to (Deleted) Butte Ct.

4-12-09
Sunday 5:55 a.m. Opened office until 6:35 a.m.

4-13-09
Monday 5:20 a.m. Opened office.
 morning. Owner from (Deleted) Mountain Ct. reported broken sprinkler near 202/206 Mountain Ct. garages.

4-14-09
Tuesday 5:20 a.m. Opened office.
 morning. Pool contractor arrived to begin work on Live Oak pool.

4-15-09
Wednesday 4 a.m. Opened office.
 morning. Pool contractors arrived and began pool demolition.

4-16-09
Thursday 4:45 a.m. Opened office.

4-17-09
Friday 3:05 a.m. Opened office.
 8 a.m. Report of broken sprinkler by garage at (Deleted) Rustic Ct. Crew to repair.
 8:30 a.m. Crew found a wallet in the parking area by Live Oak pool. Staff found that wallet belongs to owners who sold several years ago. Staff called number and previous owner said the wallet belongs to his son, who still lives in our community. Son will contact office to pick up wallet.