

Incident Log

April 18, 2009 to April 30, 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>
4-18-09 Saturday	2 a.m. Opened office. Returned several times.
4-19-09 Sunday	6 a.m. Opened office until 8:30 a.m.
4-20-09 Monday	1:45 a.m. Opened office until 5 a.m.
4-21-09 Tuesday	message. Report of graffiti on stairways at [deleted] Prairie Ct. Crew to remove. 3:45 a.m. Opened office.
4-22-09 Wednesday	3:45 a.m. Opened office. Owner at [deleted] Butte Ct. brought in key that was found on Buckboard Ct. Will be held in office for someone to claim.
4-23-09 Thursday	3 a.m. Opened office. 8:15 a.m. Owner at [deleted] Mountain Ct. reported all lights out along 300 blk, on her side of garages. Crew to check out and correct.
4-24-09 Friday	4:50 a.m. Routine drive through. Observed light out near garage at [deleted] Vista Ct. Crew to repair. Opened office.
4-25-09 Saturday	3:25 a.m. Opened office. Returned several times.
4-26-09 Sunday	6 a.m. Opened office until 9:45 a.m. 12:20 p.m. Opened office until 1:50 p.m.
4-27-09 Monday	3:35 a.m. Opened office. message. Owner at [deleted] Meadow Ct. reported broken sprinkler near front door. Crew to repair. 3:20 p.m. Owner at [deleted] Butte reported that the light pool by the garage is loose. Crew to check.
4-28-09 Tuesday	3:55 a.. Opened office.
4-29-09 Wednesday	4:45 a.m. Opened office.
4-30-09 Thursday	3:20 a.m. Routine drive through. Blinking light at [deleted] Knoll Ct. Crew to repair. Opened office. 11:30 a.m. Solicitor came to office because crew stopped him from placing flyers on doors. Staff confirmed that he was not able to leave flyers, but could add flyers to our statement mailings for a fee.

Incident Log

May 1, 2009 to May 31, 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.

Date	Incident
5-1-09 Friday	2:45 a.m. Opened office until 4:40 a.m. 11:30 a.m. Solicitor came to office because crew stopped him from placing flyers on doors. Staff confirmed that he is not able to leave flyers, but could add flyers to our statement mailings for a fee.
5-2-09 Saturday	4:20 a.m. Opened office until 5 a.m. 7:25 a.m. Opened office until 7:30 a.m.
5-3-09 Sunday	3:25 a.m. Opened office until 3:30 a.m.
5-4-09 Monday	5:05 am. Opened office. morning. Office informed that resident at [deleted] Meadow Ct. will be out of town for one week. 12:45 p.m. Received report of a broken glass bottle along curb on Country Lane, across from Knoll Ct. Crew to clean up.
5-5-09 Tuesday	4:05 a.m. Opened office.
5-6-09 Wednesday	5:25 a.m. Opened office. morning. Owner from [deleted] Clover called for assistance because she was unable to open her garage door. Crew arrived and noted that large spring had broken. Crew opened door to allow owner to move her vehicle outside garage. Owner was provided with a garage door repair referral.
5-7-09 Thursday	4:30 a.m. Opened office. message. Report of a dead opossum in lawn area of [deleted] Glade Ct. Crew to remove. morning. County signed off on contract work for Live Oak pool and spa. Facility opened. Work will begin on Country Lane pool by Monday.
5-8-09 Friday	4:30 a.m. Routine drive through. Observed light out at entrance to Dale Ct. Crew to repair. Opened office. morning. Crew responded to Dale Ct. and found additional lights out. Problem is not just a light bulb, it is electrical. Crew to investigate.
5-9-09 Saturday	5:45 a.m. Opened office until 6:15 a.m.
5-10-09 Sunday	4:25 a.m. Opened office until 5:15 a.m. 1:50 p.m. Opened office until 2:55 p.m. 9:30 a.m. Police activity at [deleted] Shady Ct.

**5-11-09
Monday** 5:40 a.m. Opened office.

**5-12-09
Tuesday** 6:15 a.m. Opened office.
8 a.m. to 12:30 p.m. O.M. and office manager attended seminar on community associations. message. Owner from [deleted] Mountain Ct. says mail box key won't work. He was given possible solutions to help, or info. to contact postmaster since they maintain mail boxes.

**5-13-09
Wednesday** 3:30 a.m. Opened office.
11:55 a.m. Owner from [deleted] Mountain Ct. was leaving community and observed two males standing near Live Oak and St. College. It just seemed suspicious. Staff suggested that she contact the police on their non-emergency number and request that they investigate.

**5-14-09
Thursday** 4:55 a.m. Opened office.

**5-15-09
Friday** 4:30 a.m. Opened office.

**5-16-09
Saturday** 4:45 a.m. Opened office until 5 a.m.

**5-17-09
Sunday** 3:15 a.m. Opened office until 4:20 a.m.
Over weekend it was reported that owner at [deleted] Prairie Ct. found snake in garage. It was not a rattle snake. Friend assisted in removing snake.

**5-18-09
Monday** 4:25 a.m. Opened office.
morning. Owner from [deleted] Glade Ct. reported that unknown person(s) damaged her vehicle while trying to break into it. Vehicle was parked in guest parking.
1:15 p.m. Owner at [deleted] Butte Ct. reported getting a call from someone claiming to be a neighbor on Shady Ct., and looking for work. He was getting pushy and owner finally hung up on him. Office reviewed records for Shady Ct. and call appears to be suspicious.

**5-19-09
Tuesday** 5 a.m. Opened office.
11 a.m. County pool inspector arrived to perform mid inspection on Country Lane pool work. Project approved. Pool contractor can continue with work and inspector will return once the work is completed for a final inspection.

**5-20-09
Wednesday** 3:30 a.m. Opened office.

**5-21-09
Thursday** 3:15 a.m. Opened office.
9:30 a.m. Owner from [deleted] Shady Ct. called because disposal company did not empty his trash. Staff gave him contact info. for Brea Disposal.
3:25 p.m. Owner at [deleted] Mountain Ct. called for referral for having her garage door spring replaced.

**5-22-09
Friday** 4:05 a.m. Opened office.
7 a.m. Noted that Realtor placed flyers on front doors during the early morning hours. Crew picked them up and charged Realtor \$70 labor. [Received payment.]

**5-23-09
Saturday** 5:25 a.m. Opened office until 5:30 a.m.
2:45 p.. Opened office until 2:50 a.m.

**5-24-09
Sunday** 4:15 a.m. Opened office until 5 a.m.

5-25-09
Monday 8:10 a.m. (holiday) Opened office until 9 a.m.

5-26-9
Tuesday 3:35 a.m. Opened office.

5-27-09
Wednesday 5:25 a.m. Opened office.
afternoon. County pool inspector arrived to perform final pool work. Inspection approved. Staff began process to reopen pools.

5-28-09
Thursday 5:20 a.m. Opened office.
morning. Country Lane pool facility reopened.
7:30 p.m. Owner from [deleted] Vista Ct. was jogging in community and observed a gathering of boys at end of Spring Ct. He reported this because it looked suspicious.

5-29-09
Friday 4:05 a.m. Routine drive through. Observed pole light blinking between Buckboard and Clover Ct. Crew to replace. Opened office.

5-30-09
Saturday 3:45 a.m. Opened office until 4:30 a.m.

5-31-09
Sunday 6:40 a.m. Opened office until 6:55 a.m.

Continued Below

Incident Log

June 1, 2009 to June 22, 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>
6-1-09 Monday	3 a.m. Routine drive through. Observed illegally parked vehicle on Meadow Ct. 5:15 a.m. Noted that Brea Police issued several parking violations on city streets in community. Noted that a scooter was left in Country Lane pool facility. Will hold for someone to claim. Opened office. 7 a.m. Owner from [deleted] Scenic Way reported broken sprinkler near his residence. Crew to repair.
6-2-09 Tuesday	5:30 a.m. Reports received of man sleeping in a red hatch-back vehicle on Country Lane. O.M. observed the vehicle and called Brea Police. Also followed up on parking complaints on Prairie Ct. 8:30 a.m. Owner at [deleted] Mountain Ct. informed office that she will be out of town for a few weeks. 8:45 a.m. Owner at [deleted] Panorama Ct. reported blinking light at east end of Panorama Ct. Crew to repair.
6-3-09 Wednesday	6:30 a.m. Opened office.
6-4-09 Thursday	6 a.m. Opened office.
6-5-09 Friday	3:45 a.m. Opened office. 9:30 a.m. Owner from [deleted] Clover Ct. reported that as she was walking from her townhome to her car this morning, a hawk dove at her head twice. She was able to make it to the car safely. 10:30 a.m. County Pool Inspector arrived to investigate report that our County Lane pool gate was not up to code. However, agent verified that there is nothing wrong and nothing is damaged on gate. County Inspector to investigate who turned in the false report. 2 p.m. Owner from [deleted] Mountain Ct. reported two sprinklers broken near her patio gate. Crew to repair.
6-7-09 Sunday	6:30 a.m. Opened office until 7 a.m.
6-8-09 Monday	4:45 a.m. Opened office. 7 a.m. Owner from [deleted] Shady Ct. reported broken bottle on sidewalk in front of [deleted] Surry Ct. Crew to clean up. 1:50 p.m. Owner from [deleted] Scenic Way called to find out where to take hazardous waste (paint, etc.) Staff provided phone number. 7 p.m. Owner from [deleted] Vista Ct. found keys (possibly mailbox keys) near the Cactus Ct. mailboxes. Office to hold until claimed. evening. Resident came to Board meeting to ask if a lap top was found in common area across from clubhouse. The night before he left one in the trunk of his vehicle and it was not locked. No lap top has been turned in, however, resident's contact information was taken.
6-9-09 Tuesday	5:45 a.m. Opened office.

6-10-09
Wednesday 4:15 a.m. Opened office.

6-11-09
Thursday 3:30 a.m. Opened office.
morning. Fumigation tent installed over [deleted] Shady Ct.
3:20 p.m. Resident from [deleted] Mountain Ct. came to office to pick up scooter that was left last weekend in pool area.

6-12-09
Friday 4:15 a.m. Opened office.
morning. Flyers regarding street replacement on 100 and 200 blks Mountain Ct. were posted on garages and parking spaces.
morning. Owner from [deleted] Calico Ct. reported that fire ants are along the front of her townhome. Staff alerted Vector Control for treatment.
9:30 a.m. Owner from [deleted] Vista Ct. called to inform office that there may be a pod delivered on June 20, for use to move items from townhome.

6-13-09
Saturday 5:45 a.m. Opened office.
morning. Received call from owner at [deleted] Wagonwheel Circle with concerns regarding possible termite infestation and tree problem near property. O.M. responded to check out the tree.

6-14-09
Sunday 4 am. Opened office until 4:30 a.m.

6-15-09
Monday 5:30 a.m. Asphalt company arrived to prepare for street replacement on 100 and 200 blk Mountain Ct. Job to begin at 7 a.m.
7 a.m. Owner at [deleted] Mountain Ct. reported broken sprinkler near property. Crew to repair.

6-16-09
Tuesday 5:30 a.m. Opened office.
morning. Vector arrived to treat community for fire ants.

6-17-09
Wednesday morning. Crew broke up and removed asphalt at front of parking stalls at Live Oak pool facility to provide better drainage. New drain system will reduce water damage on newly installed asphalt.
afternoon. Report of a dead bird between [deleted] and [deleted] Mountain Ct. Crew to pick up.
afternoon. Asphalt company completed street replacement on 100 and 200 blks Mountain Ct.

6-18-09
Thursday message. Owner from [deleted] Panorama Ct. reported possible fire ants. Staff returned call to let them know the entire complex was treated, however they were given Vector Control phone number in case they believed there was a need to call them.
7 a.m. Crew removed barricades on 100 and 200 Mountain Ct. Guest parking stalls were blocked off so company can stripe areas.
11:40 a.m. Resident at [deleted] Glen called because trash receptacles on her side of street was not picked up. She was provided with waste company's info.
2:50 p.m. Parking stalls painted and dried. Opened parking areas.

6-19-09
Friday 6 a.m. O.M. meets with concrete delivery company for Live Oak pool parking drainage.
6:30 a.m. Two crew members arrived to begin concrete drainage project.
3:30 p.m. Owner at [deleted] Mountain Ct. informed office that they will be out of town for one week in July.

6-22-09
Monday message. Owner from [deleted] Mountain Ct. reported broken sprinkler at front steps of [deleted] Mountain Court.
9:30 a.m. Owner from [deleted] Mountain Ct. informed office that they will be out of town a few weeks. They provided an emergency number and said there will be house guest at property.
noon. Owner from [deleted] Prairie Ct. reported a fire ant hill. Her daughter was playing and fell on it this weekend. She was given Vector's number.