

Incident Log

June 23, 2009 to July 12, 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
6-23-09 Tuesday	5:30 a.m. Routine drive through. Observed light blinking at entrance to Spring Ct., near mail boxes. Crew to repair. 7:15 a.m. Resident at (Deleted) Calico Ct. reported bees swarming near the rear of property, up by eaves. She was informed that Association cannot remove bees or spray them. If a hive forms, a bee person will need to be called. Resident will keep office updated as to whether they believe there is a hive. 9:45 a.m. Owner at (Deleted) Mountain informed office that he will be out of town for a few weeks with someone stopping in. Left emergency contact info. 10 a.m. Owner at (Deleted) Mountain Ct. informed office that she will be out of town a few weeks and left contact info.
6-24-09 Wednesday	morning. Crew found set of keys in planter area across from clubhouse. Keys will be held in office for someone to claim. afternoon. Asphalt company completed street replacement and painted parking stripes.
6-24-09 Thursday	7:10 a.m. Crew removed barricades from closed streets. 8 a.m. Owner from (Deleted) Mountain Ct. called office and claimed keys that were found yesterday. 11 a.m. Owner from (Deleted) Cascade Ct. called to inform office that they will be out of town for 2 weeks, and emergency contact info. 2:45 p.m. Crew found set of keys near mailboxes at (Deleted) Scenic Way. Office to hold until claimed.
6-27-09 Saturday	afternoon. O.M. arrived to check pool activity or possible problems. O.M. spoke with pool users at Live Oak pool after receiving a complaint. New resident also called regarding moving in and not having water. O.M. responded and turned on water main for them.
6-28-09 Sunday	afternoon. Police activity regarding recreational off-street vehicle being driven on city street.
6-29-09 Monday	3 a.m. Routine drive through. Observed light near (Deleted) Cactus and also one near (Deleted) Rustic Ct. Crew to repair. O.M. also observed a motor bike left out in front of garage, and called resident so it would not be stolen. message. Member at (Deleted) Mountain Ct. reported possible mail theft. Staff returned call. 10:30 a.m. Resident came to office wanting information on a man in community that harassed her so she could file a complaint against him with the police. She was given instructions to contact police and police can follow up with office and staff will cooperate with their request on the resident's personal info. noon. Owner from (Deleted) Prairie Ct. reported that her indoor cat got out of home last night. Crew to watch to see if they find it. [Owner reported finding cat herself.]
6-30-09 Tuesday	2:15 p.m. Owner from (Deleted) Glen reported that she can't get garage door open. Foreman responded to check door, and spring had broken. Owner was given referral info.
7-1-09 Wednesday	message. Owner at (Deleted) Timberline Ct. reported broken sprinkler near front door at (Deleted) Timberline Ct. Crew to repair.

early morning. City came through and issued several parking tickets.

7-2-09

Thursday

late morning. Police activity near Park Lane and Spring Ct. Appears male in his 20's was arrested.

message. Report of broken sprinkler near gate to (Deleted) Wagonwheel Cir. Crew to repair.

11:15 a.m. New resident at (Deleted) Timberline Ct. called to say that one car is parked outside while they are moving in and hope to have both in garage by this weekend (██████████).

7-4-09

Saturday

message. Owner at (Deleted) Mountain Ct. informed office that she will be out of town a few days.

message. Owner at (Deleted) Dale Ct. reported sprinklers spraying on dining room window. Crew to adjust.

early morning. Observed light out near (Deleted) Sage stairs. Crew to repair.

2:45 p.m. Routine drive through. Live Oak pool quiet. Very crowded at Country Lane pool, added chlorine to wader.

7-6-09

Monday

message. Owner at (Deleted) Mountain Ct. reported broken sprinkler. Crew to repair.

morning. Owner from (Deleted) Timberline Ct. informed office that items will be setting out in front of their garage on Wednesday.

11:55 a.m. Received report of broken sprinkler near (Deleted) Shady Ct. Crew to repair.

7-7-09

Tuesday

Routine drive through. Observed parking and trash receptacle violations.

5:30 a.m. Owner from (Deleted) Mountain Ct. called to report sprinkler broken near patio. Crew to repair.

message. Report of broken sprinkler near front door at (Deleted) Meadow Ct. Crew to repair.

message. Owner from (Deleted) Wagonwheel Circle informed office that they will be out of town for a few weeks. Emergency contact info. provided.

11:50 a.m. Owner from (Deleted) Mountain Ct. reported sprinklers running along (Deleted) block Mountain on St. College side. Staff said there was a report of a broken sprinkler on that street and crew is probably checking them, but Foreman will be asked to double check.

7-8-09

Wednesday

3:30 a.m. Routine drive through. No problems noted.

morning. Received call from resident at (Deleted) Vista Ct. that there were individuals in pool area after hours and being noisy. Police were called and individuals were removed from facility. They were identified and special hearing notices issued with a possible total of \$300 in fines.

morning. Crew moved out trash can from (Deleted) Mountain Ct. patio for pickup because she is out of town.

1:30 p.m. Owner at (Deleted) Spring St. was concerned that his bank issued check had not been processed Staff returned call to confirm that check was received.

7-9-09

Thursday

message. Owners at (Deleted) Cascade Ct. informed office that they will be out of town.

message. Received reports of loud individuals at Live Oak pool facility causing a disturbance on Wednesday evening. Police were called twice (6:25 p.m. and 8:55 p.m.).

8 a.m. Owner at (Deleted) Glade Ct. reported that a snake was near her area and her dog was bitten. The dog was taken to doctors and is now OK.

morning. Owner from (Deleted) Prairie Ct. called to report that he may have left his sunglasses at the pool. Staff called back to see if the pair that was found this morning belong to him.

morning. Owners at (Deleted) Meadow Ct. informed office that they will be out of town for a few weeks, and left emergency contact info.

12:45 p.m. Fumigation crew tented building on Meadow Ct. Owners at (Deleted) Meadow Ct. forgot to remove baby mattress. Crew brought mattress to clubhouse for safe keeping.

7-10-09

Friday

10:15 a.m. Contractor here to trim a few trees but vehicles were in way. Staff called owners to move their vehicles to allow for work to be done.

7-12-09

Sunday

6 a.m. Opened office until 1:20 p.m., and again at 6:05 to 9:40 p.m.

Incident Log

July 13, 2009 to July 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
7-13-09 Monday	about 1 a.m. Report of nuisance and police activity at (Deleted) Shady Ct. Notice issued with possible \$100 fine. 4:20 a.m. Opened office. 7 a.m. Observed persons sleeping in back of truck on Country Lane.
7-15-09 Wednesday	early morning. Police activity at (Deleted) Timberline Court. 6 a.m. Opened office. morning. O.M. stopped solicitor from placing flyers on doors re: metro pcs.
7-16-09 Thursday	1:55 a.m. Opened office until 2:20 a.m. Reopened at 6:05 a.m. 7 a.m. Foreman stopped solicitor from placing flyers on door re: Total Woman Gym. morning. Report of boys shooting pellet type gun around Timberline Ct. Notice issued with possible fine of \$100.
7-17-09 Friday	3:20 a.m. Opened office.
7-18-09 Saturday	4:25 a.m. Opened office until 6:15 a.m. Reopened at 9:05 a.m. until 11:40 a.m.
7-19-09 Sunday	4:40 a.m. Opened office until 6:20 a.m. Reopened office at 8:30 a.m. until 12:10 p.m. 8:30 a.m. Owner from (Deleted) Knoll Ct. came to office to report that a baby opossum is in child's wader pool. O.M. responded and got the opossum out. O.M. also checked pool chemicals.
7-20-09 Monday	4:35 a.m. Opened office. morning. Report of light out near (Deleted) Shady Ct. Crew to repair.
7-21-09 Tuesday	6 a.m. Opened office. 7:40 a.m. Owner from (Deleted) Mountain Ct. called because two large boxes were delivered to her front door, but they do not belong to her. It was determined that boxes belong to (Deleted) Mountain Ct. Crew will pick up boxes and take to correct address. Owner notified that boxes will be at front door. morning. Owner at (Deleted) Mountain Ct. informed office that she will be out of town for 5 days. Left emergency number. 11:45 a.m. City Maintenance stopped in to verify that we are complying with watering regulations. Staff informed him that O.M. already contacted the city regarding our watering needs and numerous steps that are already in place for using less water.
7-22-09 Wednesday	5:50 a.m. Opened office. message. Owner from (Deleted) Panorama Ct. informed office that they will be out of town with someone checking in on property. Left emergency number.

morning. Guest at (Deleted) Shady Ct. reported that he may have left a black bag outside residence late last night with valuables inside. He may have left it in the common area. A police report was filed.

7-23-09
Thursday

4:55 a.m. Opened office.
morning. Fumigation started on Calico C.
3 p.m. Received call regarding wasp/bees near (Deleted) Calico Ct. O.M. responded.

7-24-09
Friday

4:25 a.m. Opened office.
8:30 a.m. Resident at (Deleted) Cactus Ct. came to office because her garage door was not operating. Crew made minor adjustment. Owner billed for minimum service.

7-25-09
Saturday

4:55 a.m. Opened office until 5:40 a.m.
early evening. Report of pool users at Live Oak pool with glass beer bottles.

7-26-09
Sunday

3:20 a.m. Opened office until 4:05 a.m.
message. Report of broken sprinkler on rear side of property at (Deleted) Prairie Ct. Crew to repair.
message. Owners at (Deleted) Shady Ct. informed office that they will be out of town this week. Left emergency number.
message. Owner at (Deleted) Shady Ct. informed office that she will be out of town for a few weeks. Left emergency number.
message. Anonymous person left message that it appears someone broke beer bottles against wall of (Deleted) Clover Ct. Crew to check out.
9 a.m. Owner from (Deleted) Mountain Ct. informed office that she has a guest this week. Vehicle on street.
evening. Report of individuals with glass containers in Live Oak pool. Notice issued with possible \$100 fine.

7-27-09
Monday

4 a.m. Opened office at 4 a.m.
afternoon. New residents at (Deleted) Prairie Ct. were given temporary approval to park one vehicle in guest parking until Aug. 16. Requested extension to Aug. 23. (white Cavalier)
3:40 p.m. O.M. observed older teens climbing over Live Oak pool fence. They were questioned on where they lived or who they are guests of.
3:50 p.m. O.M. observed three boys on bikes waiting at Country Lane pool gates. They were questioned on which property they were from. It appeared they were waiting for someone to go to pool so they could get inside. They left.

7-28-09
Tuesday

7:05 a.m. Received call from owner at (Deleted) Shady Ct. regarding man sleeping on grass across from her building (park side). Matter was investigated and individual was awake and appearing to leave.

7-29-09
Wednesday

4:55 a.m. Opened office until 5:35 a.m. Reopened at 7 a.m.
message. Owner at (Deleted) Mountain Ct. informed office that remodeling is being done at residence and van will be parked outside due to materials being in garage.
2:50 p.m. O.M. observed resident with dog at Live Oak pool facility. Notice issued with possible \$200 fines.
8:30 p.m. O.M. called regarding altercation and obnoxious behavior at Live Oak pool facility. Police were called. Notice issued with possible \$200 fine.

7-30-09
Thursday

4:30 a.m. Opened office until 5 a.m. Reopened at 7 am.
1:15 p.m. Resident from (Deleted) Wagonwheel Circle called because there was a problem with her water. Staff provided water dept. contact info.

7-31-09
Friday

4:40 a.m. Opened office.
7:30 a.m. Elderly owner at (Deleted) Cascade Ct. accidentally locked herself out of residence. Crew brought over ladder and entered into interior atrium to open resident for owner.

Incident Log

August 1, 2009 to August 16, 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
8-1-09 Saturday	4 a.m. Opened office until 5:15 a.m. Checked pool chemicals. message. Owner at (Deleted) Mountain Ct. informed office that there will be a utility trailer parked outside for one night only. message. Owner at (Deleted) Mountain Ct. reported the garage door spring broke and vehicles will be parked outside temporarily.
8-2-09 Sunday	4:40 a.m. Opened office until 4:55 a.m. Routine drive through. No phone messages. Checked pool chemicals.
8-3-09 Monday	4:55 a.m. Routine drive through. Observed light out by (Deleted) Mountain Ct., St. College side. Crew to repair. 10:30 a.m. Owner at (Deleted) Wagonwheel Cir. informed office that they will be out of town for two days. Left emergency number. 12:15 p.m. Resident at (Deleted) Mountain Ct. reported a dead bird in front of her townhome. Crew to remove. 3 p.m. Owner at (Deleted) Mountain Ct. questioned why police have been responding to (Deleted) blk Mountain several times in past few weeks.
8-4-09 Tuesday	5:05 a.m. Observed mushroom light out near garage and front door sidewalk. Crew to repair.
8-5-09 Wednesday	5:05 a.m. Opened office. 7:30 a.m. Picked up plants at (Deleted) Mountain Ct. in preparation for tomorrow's fumigation. Plants stored at yard/clubhouse. afternoon. Owner at (Deleted) Timberline Ct. reported light broken near (Deleted) Timberline Ct. Possible vandalism. Crew to investigate. afternoon. Resident brought in handicap placard that was found in community.
8-6-09 Thursday	6:25 a.m. Opened office. morning. While crew was mowing, they noticed an underground water leak along Lambert Rd. side of Meadow Ct. Large area of ground was dug up to expose a water main valve leak. 10:45 a.m. Owner at (Deleted) Cascade Ct. call to obtain information for disposal of hazardous waste. 11:15 a.m. Owner at (Deleted) Vista Ct. called because he found a female pug dog near his property without any identification. Staff called around to several owners with pugs (total of 6 pugs in complex) but was not able to locate the possible owner. The homeowner will call animal control to pick up and if anyone calls, they will be directed to animal control. Owner on Vista called back to say that a girl from Wagonwheel was walking around trying to find her pug dog, so it was returned to her.

afternoon. Pool user brought in two rings that were left in the Country Lane pool area.

8-7-09

Friday

5:10 a.m. Routine drive through. Observed light out along St. College side of (Deleted) blk Mountain Ct. Crew to repair.

1 p.m. Owner at (Deleted) Panorama Ct. reported hearing his door bell, but by the time he came to door the person was gone. About 10 minutes later he lost electrical power. He checked circuit box and switch had been turned off.

2:05 p.m. O.M. witnessed young individuals throwing pool furniture into the Country Lane pool. Violation noticed issued with possible \$100 fine.

8-8-09

Saturday

5:40 a.m. Opened office until 6:40 a.m. Reopened office at 10:40 a.m. to 12:25 p.m. Checked pool chemicals.

message. Report of graffiti near (Deleted) Mountain Ct. O.M. to investigate and get repairs done.

8-9-09

Sunday

4:15 a.m. Opened office until 5:05 a.m. Reopened office at 12:15 p.m. to 12:35 p.m. Checked for messages and pool chemicals.

message. Owners at (Deleted) Panorama Ct. informed office that they will be out of town until Aug. 12.

8-10-09

Monday

4:25 p.m. Opened office.

morning. Crew arrived at Live Oak pool facilities and found that unknown person(s) put soap in the spa. This can damage the motor, plus it now needs to be drained, cleaned, and filled back up.

9:30 a.m. Owner at (Deleted) Mountain Ct. said they found registration belonging to resident on Meadow Ct. They returned it and resident said that unknown person(s) entered their unlocked vehicle and took items. Some items were discarded in community, so it appears it was someone walking.

2:15 a.m. Owner at (Deleted) Sage Ct. reported that her son's van had items stolen this last weekend and a month ago. Vehicle was unlocked and only small items were taken. Staff recommended that this be reported to police.

8-11-09

Tuesday

4:55 a.m. Routine drive through. Observed mushroom light out near (Deleted) Mountain Ct. This light was out a few weeks ago. Crew will check for problem. Also noticed pole light out along east side of (Deleted) blk Mountain Ct. (5th light from (Deleted) Mountain Ct.). Crew to repair.

message. Owner at (Deleted) Mountain Ct. reported sprinklers hitting her kitchen window. Crew to check.

message. Owner from (Deleted) Shady Ct. reported that security lights to Live Oak pool were not on at 10 p.m. last night.

8-12-09

Wednesday

3:40 a.m. Opened office.

8-13-09

Thursday

early morning. City came through and ticked several vehicles parked on city streets.

4:05 a.m. Opened office.

8:30 a.m. Crew was in process of replacing light pool between garages of (Deleted) and (Deleted) Butte Ct. Crew noticed that there was a lot of water underground. After further investigation, it was determined that the city main valve for the water meter to (Deleted) Butte had a steady leak. Staff called city maintenance and also let owner know.

9 a.m. Resident at (Deleted) Glen Ct. reported that sprinklers may not be coming on at the front of her townhome. The plants look like they are dying. Crew to investigate.

8-14-09

Friday

4:10 a.m. Routine drive through. Observed blinking light near school fence by (Deleted) Clover Ct. Crew to repair.

8-15-09

Saturday

4:25 a.m. Opened office. Checked for phone messages and checked pool chemicals.