

# Incident Log

August 17, 2009 to September 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>
<b>8-17-09</b> <b>Monday</b>	4:30 a.m. Routine drive through. Opened office. Checked messages.
<b>8-18-09</b> <b>Tuesday</b>	4:50 a.m. Routine drive through. Opened office. Checked messages.
<b>8-19-09</b> <b>Wednesday</b>	4:40 a.m. Routine drive through. Opened office. Checked messages.  morning. Main irrigation pipe broken near (Deleted) Meadow Ct. (caused by tree roots). Crew placed caution cones and began repairs.  morning. O.M. observed water leaking in flower bed strip along (Deleted) blk. Mountain Ct. Crew investigated and found that another main irrigation pipe broke from tree roots. Crew to repair.  afternoon. Owner at (Deleted) Mountain Ct. informed office that they will be out of town for 2 weeks in September.
<b>8-21-09</b> <b>Friday</b>	3:20 a.m. Routine drive through. Opened office. No messages.  morning. Report of light out near 753/754 Wagonwheel Circle. Crew to repair.
<b>8-22-09</b> <b>Saturday</b>	7:55 a.m. Opened office until 8:05 a.m. No messages.
<b>8-24-09</b> <b>Monday</b>	3:20 a.m. Routine drive through. Opened office.  message. Report of wires exposed at base of light pole between (Deleted) and (Deleted) Mountain Ct. Crew to investigate. Found cover to charging box was hanging loose. Crew re-attached.  8:30 a.m. Owner from (Deleted) Prairie Ct. reported seeing a man in a blue jumpsuit indicating that he was from the gas company. However, no truck was in the area and he was seen in an all electric phase. Foreman checked area but was unable to find the individual. Crew will keep an eye out. While in the area, Foreman noted person placing flyers on doors and requested that he leave community.
<b>8-25-09</b> <b>Tuesday</b>	5:40 a.m. Opened office. Checked messages.  message. Woman left message that there are two street lights out on Live Oak. Staff has called city on one of them before. O.M. called and requested repairs on both.
<b>8-26-09</b> <b>Wednesday</b>	4 a.m. Routine drive through. Opened office. Checked messages.  message. Report of broken sprinkler by front doors on Shady Ct. Crew to repair.  late morning. Owner on Butte Ct. reported that police came to his residence last night looking for witnesses that may have seen vandalism to vehicle parked on Country Lane.  2 p.m. City Maintenance worker stopped at office to discuss three city lights out in community. One will need to wait until after Association's trees are trimmed this fall.  message. Owners at (Deleted) Mountain Ct. informed office that they will be out of town for a week. Left emergency contact info.
<b>8-27-09</b>	

8-27-09

- Thursday** 3:30 a.m. Routine drive through. Opened office. No messages.  
7:30 a.m. Owner from (Deleted) Scenic Way informed office that they will be out of town. Left emergency contact info. No one to be at residence.  
7:45 a.m. Resident at (Deleted) Mountain Ct. reported broken sprinkler between garages at (Deleted) and (Deleted) Mountain Ct. Crew to repair.  
8:15 a.m. Owner at (Deleted) Glen Ct. reported that she will have bulky items out next week for pick up on Thursday. She also stated that she had a squirrel living in her garage that she can not seem to get rid of.  
evening. Owner at (Deleted) Butte Ct. was using pool on Country Lane and noticed that unknown person left purse with valuables in facility. Owner contacted Office Manager who directed the owner to the address. Owner returned the purse.
- 8-28-09**  
**Friday** 4:30 a.m. Routine drive through. Opened office.
- 8-29-09**  
**Saturday** 5 a.m. Opened office until 5:55 a.m. No messages.
- 8-30-09**  
**Sunday** 5:25 a.m. Opened office until 6:30 a.m. Reopened office at 1:20 a.m. until 1:40 a.m.
- 8-31-09**  
**Monday** 7 a.m. Street replacement contractors began street replacements on Spring, Rustic, Clover, Dale, Vista, and Scenic Way.  
morning. Crew observed yellow film on new plaster walls of Live Oak pool.  
2:30 p.m. Crew found cell phone. Staff identified which property it belongs to. Father at (Deleted) Panorama Ct. will pick up phone.
- 9-1-09**  
**Tuesday** 6:15 a.m. Opened office.  
2:30 p.m. Resident at (Deleted) Dale Ct. came to office to find out how to dispose of couch. Resident given info for bulky item pick up.
- 9-2-09**  
**Wednesday** 3:30 a.m. Routine drive through. Opened office. Checked messages.  
message. Owner from (Deleted) Mountain Ct. reported vehicle parked in guest parking for a month. Matter to be investigated.
- 9-3-09**  
**Thursday** 3:40 a.m. Routine drive through. Opened office. No messages.  
7 a.m. Crew opened newly replaced streets for vehicle access. Parking stalls still need to be striped.
- 9-4-09**  
**Friday** 5:40 a.m. Routine drive through. Opened office. No messages.  
2 p.m. Owner from (Deleted) Mountain Ct. called to report just seeing a coyote, at 2 p.m.! It is on the slope near her home and ran into the bushes when it saw her. She also reported that the neighbor's cat at (Deleted) Scenic is walking in common area, not far from the coyote. Staff called neighbor and she will bring in the cat.  
2:30 p.m. Owner from (Deleted) Mountain Ct. called back to report that coyote was still in greenbelt area. She just witnessed it seeming to run after something, then ran back into bushes. Staff called animal control who stated that unless the animal is injured or sick, or appearing to be a danger, they do not respond. He stated that the coyote was probably disturbed from its resting place and is confused. Staff called owner back and gave her animal control number in case there is new activity. Also called other residents in area to keep pets inside and use caution when walking in that area.
- 9-5-09**  
**Saturday** 5:15 a.m. Routine drive through. Opened office. No messages.
- 9-6-09**  
**Sunday** 6:25 a.m. Routine drive through. Opened office until 6:50 p.m. No messages.
- 9-7-09**  
**Monday** 7 a.m. Memorial Day. Opened office until 9:15 a.m. No messages.
- 9-8-09**  
**Tuesday** 5:15 a.m. Routine drive through. Observed light out near garages at 731/721 Wagonwheel Circle.

7 a.m. Street replacement contractors started promptly to begin jack hammering on Wagonwheel Cir. morning. Owner at (Deleted) Mountain Ct. found mailing for (Deleted) Scenic on ground, blocks from where it was to be delivered. Crew left mail at front door to (Deleted) Scenic Way.

9:15 a.m. Owner from (Deleted) Butte Ct. came to office to report seeing a coyote right now in community. Crew is put on alert.

1 p.m. It was noted that unknown person damaged light pole in front of (Deleted) Cascade Ct. Crew to repair.

2:45 p.m. O.M. was checking street repairs. Contractor broke an electrical conduit (this will not effect residents). Crew to repair.

**9-9-09**

**Wednesday**

3:30 a.m. Routine drive. Noted that Brea Police ticked several vehicles for parking on city street during the overnight hours (streets being replaced). City had been notified over a week ago. O.M. contacted Brea Police and was given permission to remove the citations.

**9-10-09**

**Thursday**

3:05 a.m. Routine drive through. Opened office.

**9-11-09**

**Friday**

2:45 a.m. Routine drive through. Observed city light out on Live Oak near (Deleted) Scenic Way (#44). Light reported to city maintenance.

9:30 a.m. Resident came to office to report broken sprinkler on Rustic Ct.

morning. Brea Maintenance responded and was unable to find the problem with their city street lights. Edison arrived in afternoon and began digging to check for problem. Problem found, however they will need to return next week for repairs.

**9-12-09**

**Saturday**

3:30 a.m. Routine drive through. Opened office until 6:15 a.m.

**9-13-09**

**Sunday**

3:40 a.m. Routine drive through. Opened office until 4:05 a.m. Reopened at 10:40 to 10:55 a.m.

**9-14-09**

**Monday**

3:45 a.m. Routine drive through. Opened office. No messages.

7 a.m. Owner at (Deleted) Shady Ct. reported broken sprinkler in front of (Deleted) Surry Ct. Crew to repair.

7:30 a.m. Owner at (Deleted) Meadow Ct. reported broken sprinkler near front of residence. Crew to repair.

9:30 a.m. Received report of graffiti along retaining wall in front of (Deleted) Dale Ct. Crew to repair.

afternoon. Crew observed broken sprinkler by garage at (Deleted) Buckboard Ct.

1:45 p.m. Resident at (Deleted) Buckboard Ct. informed office that they will be out of town for one week. Emergency number on file. They also informed police for making vacation check.

2:45 p.m. Owner at (Deleted) Clover Ct. informed office that they will be out of town for two weeks. Left emergency number.

**9-15-09**

**Tuesday**

6:45 a.m. Coyote seen near greenbelt across from clubhouse.

7 a.m. Coyote seen walking on Country Lane near junior high park.

**9-16-09**

**Wednesday**

5:10 a.m. Routine drive through. Opened office.

message. Owner at (Deleted) Meadow Ct. informed office that she has placed items in front of garage for a bulky item pick up for today.

morning. Unknown person put soap in spa, causing it to be closed down while being drained, equipment cleaned, and then spa re-filled.

morning to afternoon. Edison arrived again to investigate electrical problem near Country Lane and Live Oak.

11 a.m. Report of solicitor placing flyers at front doors near Meadow Ct. O.M. responded and request he leave the community.

**9-17-09**  
**Thursday**

5:45 a.m. Routine drive through. Observed light out near parking area on (Deleted) blk Mountain Ct., and mushroom light out on Vista Ct.

afternoon. Owner from (Deleted) Sage Ct. called because her cat's blue collar is missing when it was out the other night. If crew finds it she will be called. Staff also reminded her that coyotes are in complex at night, and sometimes in daylight hours.

afternoon. Contractors on-site trimming trees. A couple of vehicles were in the way so staff called to request vehicles be moved.

**9-18-09**  
**Friday**

4:20 a.m. Routine drive through. Opened office. No messages.

8:30 a.m. Owner at (Deleted) Glade Ct. reported that a black back pack was stolen from his truck last night. Crew to watch for it in common areas.

**9-19-09**  
**Saturday**

4:55 a.m. Routine drive through. Opened office until 5:25 a.m. Reopened at 9:10 to 9:40 a.m.

**9-20-09**  
**Sunday**

6:10 a.m. Routine drive through. Opened office until 7:20 a.m.

**9-21-09**  
**Monday**

5:05 a.m. Routine drive through. Opened office. No messages.

**9-22-09**  
**Tuesday**

3:10 a.m. Routine drive through. Observed small section of lights out near Panorama Ct. stairway. Crew to investigate.

morning. Vector arrived to treat common areas for fire ants.

**9-23-09**  
**Wednesday**

4:40 a.m. Opened office.

**9-24-09**  
**Thursday**

5:30 a.m. Routine drive through.

**9-25-09**  
**Friday**

3:40 a.m. Routine drive through. Opened office.

**9-26-09**  
**Saturday**

10:45 a.m. Opened office until 11:15 a.m. Checked messages.

**9-27-09**  
**Sunday**

6:15 a.m. Routine drive through. Opened office until 6:30 a.m. No messages.

**9-28-09**  
**Monday**

5:20 a.m. Routine drive through. Opened office.

1:30 p.m. Owner at (Deleted) Mountain Ct. reported broken sprinkler (blue tip broken) behind mailboxes on (Deleted) blk Mountain Ct. Crew to repair.

**9-29-09**  
**Tuesday**

4:45 a.m. Routine drive through. Opened office. No messages.

**9-30-09**  
**Wednesday**

5:55 a.m. Routine drive through. Opened office.

morning. Resident at (Deleted) Mountain Ct. reported debris from tree trimming left in common area near front of house. Crew to check.

afternoon. Received complaint regarding blue [REDACTED] abandoned on Park Lane near (Deleted) blk Mountain for 3 weeks. Staff notified Brea Police.

# Incident Log

October 1 -- 25, 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.

<b>Date</b>	<b>Incident</b>
<b>10-1-09</b> <b>Thursday</b>	4:15 a.m. Routine drive through. Opened office. No messages.  7:30 a.m. Owner at (Deleted) Mountain Ct. reported solicitors placing flyers on front door. Crew responded and requested that he leave community. The solicitor didn't want to leave but when he was told the police would be called, he left community.  morning. Crew found set of keys by mailboxes across from clubhouse. Office to hold.  morning. High winds. Crew shut pool umbrellas to keep them from blowing over.  early evening. Boy on Country Lane (friend of (Deleted) Mountain Ct.) was hit by car being driven in front of the pool. Boy was riding scooter and had a helmet on. Injuries fortunately seemed minor.
<b>10-2-09</b> <b>Friday</b>	5 a.m. Routine drive through. Opened office. No messages.  11:45 a.m. Owner at (Deleted) Scenic Way reported broken sprinkler on front side of townhome. Crew to repair.
<b>10-3-09</b> <b>Saturday</b>	5:25 a.m. Opened office until 5:35 a.m.
<b>10-5-09</b> <b>Monday</b>	4:30 a.m. Routine drive through. Opened office.  2:15 p.m. Owner at (Deleted) Meadow Ct. reported losing their mail box key. None have been turned in for that area. Post Office info. provided to owner.
<b>10-6-09</b> <b>Tuesday</b>	5 a.m. Routine drive through. Opened office.
<b>10-7-09</b> <b>Wednesday</b>	6 a.m. Routine drive through. Opened office. No messages.
<b>10-8-09</b> <b>Thursday</b>	Routine drive through. Opened office.  afternoon. Owner at (Deleted) Butte Ct. reported having electrical problems in kitchen. O.M. responded and corrected the problem.
<b>10-9-09</b> <b>Friday</b>	Routine drive through. Opened office.  2:45 p.m. Owner at (Deleted) Calico Ct. informed office that he will have a guest next week for 4 days with vehicle in guest parking (████████████████████).
<b>10-10-09</b> <b>Saturday</b>	3:30 a.m. Opened office for 10 minutes. No messages. Reopened at 7:15 a.m. for 10 minutes.
<b>10-11-09</b> <b>Sunday</b>	5:30 a.m. Opened office for 30 minutes.
<b>10-12-09</b> <b>Monday</b>	5:30 a.m. Routine drive through. Opened office.  morning. Crew found light problem at Country Lane pool. Facility locked up until repaired.  1:45 p.m. Owner from (Deleted) Scenic Way reported that neighbor's dog at (Deleted) Scenic is out on a window ledge and may fall. It is unclear as to how dog got on window ledge. Message left for owner. Crew took ladder to residence to retrieve dog before it gets injured. Neighbor held dog until owner got home.

**10-13-09**

**Tuesday** 5:45 a.m. Routine drive through. Opened office.

afternoon. Owner at (Deleted) Sage Ct. informed office that she will be out of town for 9 days and left emergency contact info.

**10-14-09**

**Wednesday** 6 a.m. Routine drive through. Opened office.

morning. Owner at (Deleted) Sage Ct. informed office that he will be out of town for two weeks.

early afternoon. Police activity on Buckboard Ct.

afternoon. Owner at (Deleted) Mountain Ct. informed office that she will be out of town 10 days.

4 p.m. O.M. assistance requested from member at (Deleted) Scenic Way. Police and O.M. responded however, suspect had left the area.

**10-15-09**

**Thursday** 4 a.m. Routine drive through. Opened office.

10:45 a.m. Owner at (Deleted) Mountain called to report that neighbors at (Deleted) Mountain Ct. left their garage door open. Staff contacted the owners and she gave approval for crew to close the door.

**10-16-09**

**Friday** 4:30 a.m. Routine drive through. Opened office.

3:25 p.m. Staff left message with city maintenance regarding city street light #50 being out, and also cover to main on Park Lane (near St. College) being broken.

**10-17-09**

**Saturday** 5:45 a.m. Opened office until 6:30 a.m. Reopened at 12:20 p.m. for 10 minutes.

**10-18-09**

**Sunday** 5 a.m. Opened office for 15 minutes.

noon. Emergency vehicles responded to (Deleted) Surry Ct.

12:30 p.m. O.M. responded to member's call regarding plumbing leak at (Deleted) Wagonwheel Circle.

**10-19-09**

**Monday** 6:15 a.m. Routine drive through. Opened office.

8 a.m. Owner at (Deleted) Shady Ct. reported broken bottle on Park Lane near Panorama Ct. Crew to clean up.

**10-20-09**

**Tuesday** 4:45 a.m. Routine drive through. Opened office.

2:15 p.m. Member at (Deleted) Meadow Ct. reported a dead rat or mouse on private street in front of her garage. Crew will remove.

**10-21-09**

**Wednesday** Routine drive through. Opened office.

**10-22-09**

**Thursday** 4:30 a.m. Routine drive through. Notice several quadrants of lights out: (Deleted) blk Mountain, Prairie, Sage, Calico, Sage greenbelt, etc. Crew to investigate. Opened office.

8:15 a.m. Owner from (Deleted) Timberline Ct. found a NotePad.

morning. Owner at (Deleted) Mountain Ct. informed office that she will be out of town for a week. Emergency number provided.

**10-23-09**

**Friday** 4 a.m. Routine drive through. Observed 3 light poles out on (Deleted) blk Mountain on west side. Also observed light out in Country Lane pool area.

morning. Concerned neighbor at (Deleted) Shady Ct. called regarding an elderly female resident on his street. Notices have been placed at her door but she has not picked them up. Staff contacted her son who stated she was away for medical reasons but will return tonight.

afternoon. Country Lane pool opened once repairs completed.

**10-24-09**

**Saturday** 5 a.m. Routine drive through. Opened office for 15 minutes.

**10-25-09**