

# Incident Log

October 26, 2009 to November 19, 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>10-26-09</b> <b>Monday</b>	3:45 a.m. Routine drive through. Opened office.
<b>10-27-09</b> <b>Tuesday</b>	4 a.m. Routine drive through. Opened office.  9:45 a.m. Owner at (Deleted) Glade Ct. reported that unknown person broke off the antenna from their truck while parked on Country Lane last night. She said it appeared as if several people had been standing around the truck.
<b>10-28-09</b> <b>Wednesday</b>	3:30 a.m. Routine drive through. Opened office.  morning. Owner at (Deleted) Buckboard Ct. informed office that she will be out of town next week. Contact number left with office.
<b>10-29-09</b> <b>Thursday</b>	3:50 a.m. Routine drive through. Opened office.  message. Report of broken sprinkler near parking stall by (Deleted) Wagonwheel Cir. Crew to repair.
<b>10-30-09</b> <b>Friday</b>	5:20 a.m. Routine drive through. Opened office.
<b>10-31-09</b> <b>Saturday</b>	6 a.m. Routine drive through. Opened office for 15 minutes.
<b>11-2-09</b> <b>Monday</b>	message. Owner at (Deleted) Shady Ct. reported light blinking by garage at (Deleted) Shady Ct. Crew to repair.  5:30 a.m. Routine drive through. Observed [REDACTED] type vehicle parked in space by (Deleted) Dale Ct. with the rear tail door open. Personal items inside. O.M. unable to determine which house the vehicle may be from, to alert them that the door was open.  7:45 a.m. Owner at (Deleted) Meadow Ct. reported broken sprinkler near front side of townhome. Crew to repair.  afternoon. Owner at (Deleted) Calico Ct. needed to remove vehicle from garage but door was not opening. Crew assisted in getting the door open so she could leave.
<b>11-3-09</b> <b>Tuesday</b>	4:30 a.m. Routine drive through. Opened office.  7:10 a.m. Resident at (Deleted) Meadow Ct. reported that she is having trouble with her water heater but can't find it. She was directed to where it is located.  8:30 a.m. Resident from (Deleted) Mountain Ct. brought in film negatives that were found in the (Deleted) blk of Mountain Ct. To be held in office.
<b>11-4-09</b> <b>Wednesday</b>	5:30 a.m. Routine drive through. Opened office.  message. Resident at (Deleted) Mountain Ct. reported broken sprinkler near garage at (Deleted) Mountain Ct. Crew to repair.

morning. Owner at (Deleted) Knoll Ct. reported that she will be away for a few nights, and her son would be at residence. Owner later called with a change in schedule.

**11-5-09**  
**Thursday**

4:15 a.m. Routine drive through. Observed light out on west side of Vista Ct. greenbelt. Crew to repair.

8:30 a.m. Owner at (Deleted) Scenic Way informed office that she has a guest for 3 weeks with a gold [REDACTED]

9:15 a.m. Resident at (Deleted) Prairie Ct. called to report that front door at (Deleted) Prairie Ct. has been left open since 7 a.m. today. Staff contacted residents at that address and they are out of town. Door was not damaged and it appeared that no items were stolen. Residents must have forgotten to close the door. O.M. closed and locked the door.

**11-6-09**  
**Friday**

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

**11-7-09**  
**Saturday**

5:45 a.m. Routine drive through. Opened office until 10 a.m.

**11-8-09**  
**Sunday**

4:20 a.m. Opened office until 6:40 a.m.

**11-9-09**  
**Monday**

3:45 a.m. Routine drive through. Opened office.

**11-10-09**  
**Tuesday**

5:30 a.m. Routine drive through. Opened office.

**11-11-09**  
**Wednesday**

4 a.m. Routine drive through. Observed 3 lights out: n/w end of Spring Ct., near kitchen window to (Deleted) Wagonwheel Cir., and on garage side of (Deleted) Wagonwheel Cir.

**11-12-09**  
**Thursday**

5:30 a.m. Routine drive through. Opened office.

8:30 a.m. Owner at (Deleted) Prairie Ct. requested permission for parking one vehicle outside until Sunday while work being performed inside residence ([REDACTED]). Approval given.

**11-13-09**  
**Friday**

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

**11-14-09**  
**Saturday**

4:30 a.m. Opened office until 5:30 a.m.

**11-15-09**  
**Sunday**

4:45 a.m. Opened office for 1 hour.

**11-16-09**  
**Monday**

3:45 a.m. Routine drive through. Opened office.

**11-17-09**  
**Tuesday**

4 a.m. Routine drive through. Observed light out near front of (Deleted) Mountain Ct. Crew to repair.

12:45 p.m. Received call of suspicious man looking into patios on Clover Ct. O.M. responded with crew but were unable to find anyone in the area. Resident was notified.

2:40 p.m. Owner at (Deleted) Knoll Ct. called to report that she is witnessing three males trying to break into slider at (Deleted) Glade Ct. She has not called police. Staff called (Deleted) to report incident and they will respond. O.M. and crew arrived to see boys trying to get into residence. When the boys saw that they were being watched, they left, even though the O.M. told them not to leave. The boys were kept in sight until the police arrived and questioned the boys.

**11-18-09**  
**Wednesday**

4 a.m. Routine drive through. Observed light out on east side of Clover Ct. Crew to repair.

morning. Owner at (Deleted) Glade Ct. report broken sprinkler. Crew to repair.

**11-19-09**  
**Thursday**

5:30 a.m. Routine drive through. Opened office.

# Incident Log

November 20, 2009 to

**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>11-20-09 Friday</b>	3:20 a.m. Routine drive through. Opened office.
<b>11-21-09 Saturday</b>	4:25 a.m. Opened office until 9:10 a.m.
<b>11-22-09 Sunday</b>	4:30 a.m. Opened office until 8:40 a.m.
<b>11-23-09 Monday</b>	3 a.m. Routine drive through. Opened office.  morning. Owner at (Deleted) Meadow Ct. reported broken sprinkler on garage side. Crew to repair.
<b>11-24-09 Tuesday</b>	4 a.m. Routine drive through. Opened office.
<b>11-25-09 Wednesday</b>	3:50 a.m. Routine drive through. Opened office.
<b>11-26-09 Thursday</b>	5:20 a.m. Routine drive through. Opened office.
<b>11-27-09 Friday</b>	3:40 a.m. Routine drive through. Opened office.
<b>11-28-09 Saturday</b>	5:10 a.m. Opened office until 11:30 a.m.  morning. Crew member stopped in to water plants during holiday, and repair broken sprinkler at (Deleted) Cactus Ct.
<b>11-29-09 Sunday</b>	3:30 a.m. Opened office until 5:20 a.m.
<b>11-30--09 Monday</b>	3:20 a.m. Routine drive through. Opened office.  11:15 a.m. Owner at (Deleted) Scenic Way reported that she was gone over holiday and her bicycle was removed from garage.  2:30 p.m. O.M. assisted with non-operating battery smoke detector at (Deleted) Mountain Ct.
<b>12-3-09 Thursday</b>	message. Report of 2 broken sprinklers near (Deleted) Vista Ct. Crew to repair.  morning. Crew found 2 broken sprinklers near Country Lane pool. Crew to repair.  2:50 p.m. Owner to (Deleted) Shady Ct. came to office after locking herself out of residence. However, they have not left a spare key to be held in office. Crew offered to check windows to gain access but she said she will wait for someone to get home.
<b>12-4-09</b>	

**Friday** 9:30 a.m. Received call from residence on Buckboard regarding two boys skateboarding on private streets and sidewalks from Cactus to Buckboard Ct. O.M. responded but was unable to find the boys.

**12-9-09**  
**Wednesday** 9 p.m. Resident at (Deleted) Surry Ct. called emergency regarding heater over heating and smell of smoke. Fire Dept. arrived and checked to confirm that there was no fire, but owner is not to run heater until contractor investigates further.

10:30 p.m. Office Manager noted that neighbor's garage door was left open. Called owner and they were not aware and will close it.

**12-10-09**  
**Thursday** 7:30 a.m. Resident at (Deleted) Surry contact office regarding heater problem from last night. Referral given for a heating contact person. Crew took 2 space heaters to residence for use until heater can be repaired.

11:15 a.m. Owner at (Deleted) Mountain Ct. called because she does not know if she closed her garage door. Crew checked and door was closed.

**12-12-09**  
**Saturday** 2:30 p.m. O.M. paged regarding clubhouse electricity being out for clubhouse rental. O.M. responded and circuits were over loaded and breaker switched off. Problem corrected.

mid afternoon. Lot of police activity on (Deleted) blk Mountain with back up by Fullerton police. Individuals were taken into custody.

**12-14-09**  
**Monday** 10 p.m. After regular meeting, owner at (Deleted) Shady Ct. reported two suspicious men parked in vehicle near Country Lane pool. O.M. drove by to observe, however, the men started up their vehicle and left the area.

**12-16-09**  
**Wednesday** morning. Owner at (Deleted) Timberline Ct. informed office that they will be out of town a few weeks. Contact person info. provided.

**12-18-09**  
**Friday** 7:15 a.m. Resident at (Deleted) Mountain Ct. reported broken sprinkler near dining room window. Crew to repair.

9:30 a.m. Resident locked herself out of residence. Crew assisted with getting her back inside.

**12-21-9**  
**Monday** 9:50 a.m. Owner at (Deleted) Meadow Ct. reported broken sprinkler at garage (this was just repaired a few weeks ago). Crew to investigate.

10 a.m. Owner at (Deleted) Clover Ct. informed office that tree work was being performed on Association's slope bordering Brea Canyon Villas. Staff reported that we were informed they would be going maintenance on our slope (as agreed in written contract).

**12-22-09**  
**Tuesday** 11 a.m. Owner at (Deleted) Mountain Ct. reported broken sprinkler by his garage. Crew to repair.

afternoon. Strong winds. Closed umbrellas to prevent them from blowing over.

**12-23-09**  
**Wednesday** message. Owenr at (Deleted) Sage Ct. informed office that she will be out of town over the holidays. Left emergency numbers.

**12-24-09**  
**Thursday** 7:15 a.m. Owner at (Deleted) Mountain Ct. will be out of town over weekend. Left emergency number.

**12-28-09**  
**Monday** morning. Received report of kids skateboarding on Buckboard Ct. O.M. responded and informed children that skateboarding is not permitted. Notice sent to residence.

**12-31-09**  
**Thursday** morning. Received report of pole light out on front side of (Deleted) Buckboard Ct. Crew to repair.

**1-5-10**  
**Tuesday** message. Owner at (Deleted) Timberline reported that two guests will be staying at residence this week with vehicles parked in guest parking stalls.

**1-6-10**  
**Wednesday** 2 p.m. Owner at (Deleted) Shady Ct. reported solicitor going door to door. O.M. respnded and requested that he leave community. He complied.

**1-7-10**

**Thursday** morning. Owner at (Deleted) Timberline Ct. informed office that they will be out of town for one week.

~~1-8-09~~ 10

**Friday** morning. Routine drive through.

8:45 a.m. Owner at (Deleted) Mountain Ct. informed office that there will be a lot of guest at their residence tomottow due to a party. Staff reminded them to not let guests park in front of garage.

~~1-11-09~~ 10

**Monday** morning. Routine drive through.

7:45 a.m. Owner at (Deleted) Butte Ct. informed office that remodeling will be done at residence and vehicles will be out of garage for a few nights.