



Responding to Business Burglary & Vandalism

Step 1

Contact your landlord or building property manager.

Step 2

Take photographs of the damage and make a list of damaged and stolen items, materials and serial numbers.

Step 3

It's imperative that you file a police report, which is generally required by all insurance companies. Got to http://sanleandro.org/depts/pd/fileapolicereport/start_report.asp to file a report online, or call the San Leandro Police Department at the non-emergency number: (510) 577-2740, press 1.

- If you find anything missing, then you can report a commercial Burglary.
- If you don't find anything missing, you can report a Vandalism to Property.

Step 3

Check your insurance policy to find information regarding coverage for burglary or vandalism claims.

Step 4

Contact your insurance agent as soon as possible to get the claim process started immediately. Check your policy documents or online to see if there is a specific phone number you can call to file your claim.

Step 5

Take appropriate steps as outlined by the insurance company. Not all insurance companies handle burglary and vandalism claims the same way. Always ask your insurance agent exactly what steps need to be taken to ensure your claim is processed in a timely manner.

Step 6

Many insurance companies provide board-up services to secure broken windows or other damage. If your insurance provider does not, they may reimburse you for repairs. Make sure you keep all the receipts relating to the repairs, as you'll need these to get reimbursed by the insurance company. See below for a list of companies that provide board-up services.

Step 7

The City of San Leandro's Economic Development team is available to provide services, including referrals to community-wide resources and support organizations. Contact Katie Bowman at (510) 577-3327 or email: kbowman@sanleandro.org or Lars Halle at (510) 577-3311 or email: lhalle@sanleandro.org. The ED team works with all City of San Leandro departments and has access through its liaison network to offer solutions and resources to San Leandro businesses.

How to Stay Informed

The City uses a variety of communication channels to keep the business community and the public informed of developments as they occur:

- Website www.sanleandro.org/news and www.sanleandro.org/C19 for regular updates
- Nixle Public Safety Notifications - Sign up to receive public safety notifications from SLPD through text/SMS, mobile applications, email and internet posts. Visit <https://local.nixle.com/city/ca/san-leandro/> or text your area code to 888777 to sign up.

Public safety notices are also posted on www.nextdoor.com - @San Leandro Police Department

- Twitter
For general City of San Leandro news, follow @CitySanLeandro
For Economic Development news, follow @SLNext
For specific public safety news, follow SLPD @SanLeandroPD
- Facebook
City of San Leandro - @City of San Leandro
San Leandro Next - @SLNext
San Leandro Police Department - @San Leandro Police Department
- Business Support - Contact the City of San Leandro Economic Development Team at (510) 577-3311 or slnext@sanleandro.org, and join our mailing list at www.sanleandronext.com.
- Transit Updates
Visit www.511.org or call 511 for up-to-date traffic and transit information. For BART information, call (510) 465-2278 or visit www.bart.gov or sign up for mobile service alerts at www.bart.gov/news/alerts.

These companies provide board-up services (San Leandro businesses in bold):

- Bay Restorators (510) 534-6647 <https://www.bayrestorators.com/>
- East Bay Glass (510) 834-2535 or (510) 590-1211 <https://www.eastbayglass.com/>
- 911Restoration Services (510) 526-1137 <https://www.911restoration.com/>
- MAZ Glass (510) 428-3963 <http://mazglass.com/>
- **Vortex Doors** (510) 969-6657 <https://www.vortexdoors.com/>
- **ServPro** (510) 352-2480 <https://www.servprosanleandro.com/contact/contactus>
- BELFOR (510) 377-5879 or (510) 377-7536 <https://www.belfor.com/en/us/belfor-usa-offices/california/san-francisco>
- Restoration Management Company (800) 400-5058 <https://rmc.com/>