CHECKLIST · RECORDS AND EVIDENCE

# NEGLIGENT SECURITY EVIDENCE CHECKLIST WHAT YOU KEEP, AND WHAT WE REQUEST.

After an attack on someone else's property, proof of what the owner knew sits in police, court and property files, and some of it can be erased within months. This checklist shows what to keep, what to request first, and who holds each record in Los Angeles, Orange and Ventura counties. If you are in danger now, call 911.

## THE FIRST 72 HOURS

- [ ] **A preservation letter to the property owner**

  Your lawyer sends it, by email and overnight mail, to the owner of record within 24 to 72 hours. It asks the owner to keep all camera video, access and gate logs, work orders, complaints and incident reports, and to stop automatic deletion. We found no California law that makes a private owner keep camera footage for a set time; the owner's own settings decide. Once the owner is told in writing, a jury may consider any later "willful suppression of evidence" (Evidence Code section 413). You do not need to contact the owner yourself.

- [ ] **A preservation letter to the property manager**

  The management company often received the complaints and keeps the tenant portal, the work orders and the file on the person who caused the harm. The letter asks for those, for eviction notices the manager served, and for its messages with police. It also asks that broken locks, gates or lights be photographed before they are repaired, and that removed parts be kept. Your lawyer sends it, not you.

- [ ] **A preservation letter to the security company**

  If guards worked the property, the security company holds the post orders, daily activity reports, patrol and checkpoint data, schedules, timesheets and incident reports. A licensed security company generally may not share what it learns on a job except at its client's direction or as the law requires (Business and Professions Code section 7582.26), so these records come through the letter and, later, the lawsuit. We found no statute that sets how long post orders or patrol logs must be kept.

- [ ] **Letters to camera, access and intercom vendors, and nearby businesses**

  Video and key fob, gate and intercom logs often sit in a vendor's cloud account and are overwritten on the system's own schedule. Neighboring businesses and homes may have cameras facing the scene. Your lawyer sends each of them a preservation letter as well.

- [ ] **A request for the police report and witness statements**

  A victim, or the victim's authorized representative, can get the names, statements and diagrams in the police report for listed crimes, unless release would endanger a witness or the investigation (Government Code section 7923.605). Victims of domestic violence, sexual assault and stalking can get one free copy of the report, its photographs and any 911 recording within five working days, for requests within five years of the report (Family Code section 6228). The county tables below give each office's address and fee. Find your county: Los Angeles County, Orange County, Ventura County.

- [ ] **A request for 911 audio and dispatch records**

  These are the public records that disappear first. A city or county department may destroy telephone and radio recordings after 100 days (Government Code sections 34090.6 and 26202.6), and the Santa Ana Police Department says its 911 "audio is only retained for 180 days." Ask for the call about the attack and for earlier calls about the same person or problem. Find your county: Los Angeles County, Orange County, Ventura County.

- [ ] **A request for police body camera video**

  Officers' cameras may have recorded the response to the attack and earlier calls to the same address, including what a manager told them. State guidance says video that is not evidence "should be retained for a minimum of 60 days, after which it may be erased" (Penal Code section 832.18), and agencies' schedules vary. Agencies often withhold video while an investigation is open, so the request and a preservation letter go out at once.

- [ ] **A request for the call history at the address**

  Police agencies must make public "the time, substance, and location of all complaints or requests for assistance received by the agency and the time and nature of the response thereto," subject to safety and investigation exceptions (Government Code section 7923.615). The Los Angeles Police Department's public calls-for-service data has no address column, so a building's history comes only by records request or, once a lawsuit is filed, a subpoena. An agency has 10 days to answer a request, and up to 14 more in unusual circumstances (Government Code section 7922.535). How far back a request reaches is a question for your lawyer.

## RECORDS THAT PROVE NOTICE

- [ ] **Your own written complaints, emails, texts and portal messages**

  Screenshot every message to or from the landlord, manager or security company now, with the dates showing, and keep the phone. Do not delete threads, because tenant portal accounts can close when a tenant moves out. The strongest cases usually involve written reports to the landlord or manager about threats or violence by a specific person, and no meaningful response; our page on California negligent security cases explains why.

- [ ] **Replies, promises and notices from management**

  Keep any written reply, including a promise to deal with a problem, a warning letter sent to another tenant, or a notice the manager posted. A promise to act followed by no action is evidence of what management knew. Keep your lease and any written rules about gates, locks, cameras or guards.

- [ ] **Earlier police report numbers and calls about the same problem**

  Write down the report number, date and agency for each earlier call you made about the same person or condition. A lease clause cannot limit a tenant's right to call police as a victim of crime, and a landlord may not penalize a tenant for it (Civil Code section 1946.8).

- [ ] **A protective order or lock change request you gave the landlord**

  If you gave the landlord a copy of a restraining order or police report, keep proof of when and how. When the person accused of abuse or violence does not live in your unit, the landlord must change your locks at its own expense within 24 hours after you ask in writing and give it the order or report (Civil Code section 1941.5). If the landlord received a copy of a protective order, that is strong evidence of what it knew.

- [ ] **Photos of a broken lock, gate, door or light, and repair requests**

  If it is safe to do so, photograph the condition, with the date, before it is repaired, and keep every written repair request and work order. California requires working dead bolts, window locks and common-entry locks (Civil Code section 1941.3). A known, unrepaired lock is strong evidence, but the injured person must still show it mattered.

- [ ] **Court records about the person who caused the harm**

  Eviction cases, restraining orders and criminal cases involving that person can show the landlord already knew. An eviction case is usually closed to the public, but a resident of the building can see it with one party's name or the case number and proof of residency (Code of Civil Procedure section 1161.2). You can leave the search to your lawyer. The county tables below give each court's search fees. Find your county: Los Angeles County, Orange County, Ventura County.

- [ ] **Housing and building code records for the property**

  Code inspectors may have cited a broken entry door, fence or light before the attack. In the City of Los Angeles, the Los Angeles Housing Department handles rental housing code cases, and the Department of Building and Safety handles code complaints for commercial buildings, hotels and motels and keeps online building records. In unincorporated Los Angeles County, Public Health posts rental housing inspection results, and Santa Ana runs a proactive rental inspection program. Elsewhere, ask the city.

- [ ] **The security company's license**

  The Department of Consumer Affairs License Search shows whether a security company is licensed as a private patrol operator and whether a guard holds a security guard license. A licensed private patrol operator must carry liability insurance of at least $1,000,000 for any one loss or occurrence (Business and Professions Code section 7583.40).

- [ ] **Other tenants' complaints about the same person**

  Neighbors may have complained too, and their complaints can be strong evidence of what management knew. Do not contact other tenants to collect them. Your lawyer asks for management's files once a lawsuit is filed, and the court decides any privacy objections.

## MEDICAL AND INJURY RECORDS

- [ ] **Emergency and hospital records, and every place you were treated**

  List each ambulance, emergency room, hospital, clinic and doctor, with the dates, and keep discharge papers and prescriptions. Your lawyer requests the full records with your written authorization.

- [ ] **Counseling and mental health care**

  Keep the names of counselors and therapists and the dates of care. The California Victim Compensation Board lists "Mental health treatment or counseling" among the costs it can pay after a covered crime (what CalVCB covers).

- [ ] **Bills, receipts and proof of lost income**

  Keep medical bills, pharmacy receipts, pay stubs and a note from your employer about missed work. Each defendant pays only its own share of noneconomic damages, such as pain and emotional distress, but economic damages, such as medical bills and lost earnings, are not divided this way (Civil Code section 1431.2).

- [ ] **Safety costs, such as new locks and moving**

  Keep receipts for lock changes, security devices, moving costs and temporary housing. CalVCB lists "Home security installation or improvement" and "Relocation" among the expenses it can pay, up to $70,000 in total, after other sources (what CalVCB covers).

- [ ] **Photos of injuries, if any were taken**

  If you or someone you trust took photos as the injuries healed, keep them somewhere private, such as a device or account only you use. Nothing more is needed now.

- [ ] **A CalVCB application**

  The California Victim Compensation Board can help victims of crimes such as assault, robbery, sexual assault and stalking with medical, counseling, income and relocation costs, up to $70,000, but not pain and suffering. Apply within seven years of the crime, with later dates in some cases (who is eligible). CalVCB is a "payor of last resort": it must be repaid from a later recovery for the same expenses, and it must be told of a lawsuit within 30 days of filing (repayment). Our guide on the criminal case, CalVCB and your civil claim explains how they fit together.

## SAFETY AND SUPPORT

- [ ] **Call 911 if you are in danger now**

  Emergency help comes first. Nothing on this list has to be done before you are safe.

- [ ] **Free help lines in Los Angeles County**

  The Los Angeles County Domestic Violence Hotline is (800) 978-3600, or dial 211. Peace Over Violence runs a 24/7 rape and battering hotline in English, Spanish and American Sign Language at 213.626.3393, 310.392.8381 or 626.793.3385. The District Attorney's Bureau of Victim Services is (800) 380-3811. These services are free and independent of Wise Law.

- [ ] **Free help lines in Orange and Ventura counties**

  In Orange County, Waymakers runs Victim Assistance Centers and a rape crisis hotline available 24/7 at (949) 831-9110 or (714) 957-2737, and 211 OC can point to other services. In Ventura County, the District Attorney's Crime Victims' Assistance Unit is (805) 654-3622. These services are free and independent of Wise Law.

- [ ] **National lines, open any time**

  The National Domestic Violence Hotline is 800.799.SAFE, or text START to 88788. The National Sexual Assault Hotline is 1-800-656-4673. The 988 Suicide & Crisis Lifeline answers calls, texts and chats at 988.

- [ ] **A confidential mailing address, if you move**

  Safe at Home, run by the California Secretary of State, is a confidential address program that gives a substitute mailing address to victims of domestic violence, sexual assault, stalking, human trafficking, child abduction, and elder or dependent adult abuse. Its number is (877) 322-5227.

- [ ] **Ending a lease early, or changing the locks**

  A tenant who was the victim of a crime that caused bodily injury, or that involved a weapon or the use or threat of force, may give the landlord notice to end the tenancy, with a copy of a protective order, police report or other listed document (Civil Code section 1946.7). A lock change is covered in the notice records above (Civil Code section 1941.5).

- [ ] **Leave evidence gathering to your lawyer**

  Do not contact the person who caused the harm, other tenants or management to collect evidence or ask questions. Your lawyer sends the letters and requests, and the court handles disputes over other people's files.

- [ ] **Keep this checklist private**

  This page does not save your check marks. They clear when you close or reload the page, and nothing you check is sent to Wise Law. The page has no text message option. If someone else uses this device, a private browsing window keeps the page out of the browser's history.

## LOS ANGELES COUNTY RECORDS

| RECORD AND HOLDER | WHO MAY ASK AND HOW | FEE AND TIMING | AGENCY PAGE |
|---|---|---|---|
| Crime report and statements, Los Angeles Police Department (LAPD)<br>**Covers:** Crimes in the City of Los Angeles, including Tarzana and Woodland Hills.<br>**Who holds it:** LAPD Records and Identification Division, Document Processing Unit. | **Who may ask:** The victim, or a representative. An attorney's request must include "A signed release from the victim." Domestic violence victims "should apply directly to the concerned Area of occurrence," the LAPD Area where it happened.<br>**How:** By mail to Records and Identification Division, Document Processing Unit, P.O. Box 30158, Los Angeles, CA 90030. | $28 (LAPD Form 08.42.01, fees effective July 1, 2026 through June 30, 2027), by "check or money order payable to the LAPD" (do not send cash). No fee for domestic violence victims. Family Code section 6228 gives victims of domestic violence, sexual assault and stalking one free copy within five working days, for requests within five years of the report. | LAPD records request instructions (January 2026). LAPD Form 08.42.01, fees effective July 1, 2026. Checked November 11, 2026. |
| 911 recordings, LAPD (domestic violence and sexual assault victims)<br>**Who holds it:** LAPD. Its notice says "9-1-1 recordings can only be requested by Department personnel." | **Who may ask:** A victim of domestic violence or sexual assault, through the LAPD Area where it happened.<br>**How:** Ask at that Area's station, which requests the recording for you. Other requests go through a Public Records Act request; we could not verify LAPD's online route, so call LAPD. | Free under Family Code section 6228. A city department may destroy recordings after 100 days (Government Code section 34090.6), so ask at once. | LAPD notice on victim access (January 22, 2024). Checked November 11, 2026. |
| Calls for service at the address, LAPD<br>**Who holds it:** LAPD's dispatch records. The law that opens them is Government Code section 7923.615. | Call LAPD and ask how it handles a Public Records Act request for calls at an address. We could not verify its request route or fee, so we list none. | Call the agency for the fee and timing. | No agency page verified. Checked November 11, 2026. |
| Crime report, Los Angeles County Sheriff's Department (LASD)<br>**Covers:** Unincorporated areas and the cities that contract with the Sheriff.<br>**Who holds it:** Records and Identification Bureau, 12440 East Imperial Highway, Norwalk. | **Who may ask:** The Bureau lists "Release of crime reports to victims."<br>**How:** By appointment, or by mail with "valid notarized identification." | $25 "When a file and/or booking number is provided," $35 when not. Domestic violence victims: "one free copy within 5 years of the completion of the report." Reports "older than 10 years may not be available if they have been purged." | Sheriff's record requests. Fee schedule (June 30, 2022). Checked November 11, 2026. |
| Calls for service, 911 recordings and station video, LASD<br>**Who holds it:** Risk Management Bureau, Public Records Act Unit, 4900 S. Eastern Avenue, Suite 102, Commerce, CA 90040. | **Who may ask:** Anyone, by Public Records Act request. The Unit's list names "911 Recordings" and "Calls for service reports," and video "from Sheriff's Department facilities such as a station public parking lot."<br>**How:** Write to the Unit at the address above. The Department's records page says it does not have dash cameras in patrol cars as of April 2026. | Copies at the "direct costs of duplication" (Government Code section 7922.530). The Department has 10 days to answer, sometimes 14 more (section 7922.535). A county department may destroy recordings after 100 days (section 26202.6). | Sheriff's record requests. Records questions. Checked November 11, 2026. |

| RECORD AND HOLDER | WHO MAY ASK AND HOW | FEE AND TIMING | AGENCY PAGE |
|---|---|---|---|
| Body camera video of the attack and earlier calls, LAPD or LASD<br>**Who holds it:** The police agency that answered the call. | **Who may ask:** A Public Records Act request, or a subpoena once a lawsuit is filed. Agencies often withhold video while an investigation is open. | Not stated. State guidance says video that is not evidence "should be retained for a minimum of 60 days" (Penal Code section 832.18), and agency schedules vary. | Penal Code section 832.18. Checked November 11, 2026. |
| Court index for eviction, restraining order and criminal cases, Superior Court of Los Angeles County<br>**Who holds it:** The Superior Court of Los Angeles County. Its name index covers limited civil cases, which include evictions, from 1991, and unlimited civil cases from 1983. | **Who may ask:** Anyone can search the index. An eviction file is closed to the public unless the landlord won judgment within 60 days or after trial, but a resident of the building can see it with one party's name or the case number and proof of residency (Code of Civil Procedure section 1161.2).<br>**How:** Search online by name. Documents from criminal and family law cases are not available online. | Registered users pay $1.00 a search for the first 10 in a month, then $4.75 for searches 11 to 99, with lower rates after that; guests pay $4.75 a search, charged "regardless of the number of results." Document images cost $1.00 a page for pages 1 to 5, then $0.40 a page, up to $40.00 a document. | Find a case. Search fees. Checked November 11, 2026. |

## ORANGE COUNTY RECORDS

| RECORD AND HOLDER | WHO MAY ASK AND HOW | FEE AND TIMING | AGENCY PAGE |
|---|---|---|---|
| Crime report, Orange County Sheriff's Department (OCSD)<br>**Covers:** Unincorporated Orange County and the cities that contract with the Sheriff.<br>**Who holds it:** OCSD Records, Santa Ana. | **Who may ask:** Victims, their authorized representative, an insurer and a "Person suffering bodily injury," among others.<br>**How:** Call Records first; a report takes 7 to 10 days to be finalized. Then request it by email, in person in Santa Ana, by mail to P.O. Box 449, Santa Ana, CA 92702, or by fax. | "fifteen cents ($0.15) per page." A domestic violence report "is released at no cost to the victim pursuant to Family Code section 6228." | Sheriff's report requests. Checked November 11, 2026. |
| Calls for service, 911 audio and other records, OCSD<br>**Who holds it:** OCSD. | **Who may ask:** Anyone, by Public Records Act request.<br>**How:** By email, by mail to 320 N. Flower Street, Santa Ana, CA 92703, ATTN: CPRA, in person, by fax or by phone. | $0.15 a page. | Sheriff's public records requests. Checked November 11, 2026. |
| Crime report, Santa Ana Police Department<br>**Covers:** Crimes in the City of Santa Ana.<br>**Who holds it:** Santa Ana Police Records Division. | **Who may ask:** "The victim of a crime or a person who is listed in the report may request a copy (excluding the suspect/arrestee)."<br>**How:** Online, by mail or in the lobby, with identification. | The department says a request "may require a payment of fees" and states no amount. | Santa Ana police records. Checked November 11, 2026. |
| CAD logs and 911 audio, Santa Ana Police Department<br>**Who holds it:** Santa Ana Police Department. CAD logs, the dispatch record of each call, are listed among its public records. | **Who may ask:** Involved parties may request 911 audio.<br>**How:** Through the police records request portal linked from the department's records page. | Not stated. Special statistical reports may carry programming costs of $55 an hour. The department notes that 911 "audio is only retained for 180 days." | Santa Ana police records. Checked November 11, 2026. |
| Trespass authorization signed by the property owner, Santa Ana<br>**Who holds it:** The owner and the Santa Ana Police Department. Santa Ana asks owners of properties with trespass problems tied to "Drugs, Gangs, Prostitution, and/or Panhandling" to sign a Limited Authorization for Arrest form, which "will remain valid for 12 months." | **Who may ask:** A Public Records Act request to the City, or a request to the owner once a lawsuit is filed.<br>A signed form can show the owner knew of trespass problems at the property. | Not stated. | Santa Ana trespass program. Checked November 11, 2026. |
| Court index for eviction and other civil cases, Orange County Superior Court<br>**Who holds it:** Orange County Superior Court Civil Case Access: unlimited civil cases from 1996, limited civil cases from 2005, and most documents filed on or after January 1, 2008. | **Who may ask:** Anyone can search. For an eviction case, the court asks for "the complete name of one plaintiff, the complete name of one defendant, and the exact address of the subject premises as provided on the complaint."<br>**How:** Online through Civil Case Access, or through the court's separate Case Name Search. | "fees apply" for documents; the search fee is not stated on the court's page. | Civil case access. Checked November 11, 2026. |

## VENTURA COUNTY RECORDS

| RECORD AND HOLDER | WHO MAY ASK AND HOW | FEE AND TIMING | AGENCY PAGE |
|---|---|---|---|
| Crime report, Ventura County Sheriff's Office<br>**Who holds it:** The Ventura County Sheriff's Office, for the areas it polices. | Call the Sheriff's Office. Its website did not open for our check, so we list no fee, timing or request rules. | Call the agency for the fee and timing. | No agency page verified. Checked November 11, 2026. |
| Calls for service and 911 audio, Ventura County Sheriff's Office<br>**Who holds it:** The Sheriff's Office dispatch records. The law that opens them is Government Code section 7923.615. | Call the Sheriff's Office and ask how it handles a Public Records Act request. We could not verify its route or fee. | Not verified. A county department may destroy recordings after 100 days (Government Code section 26202.6). | No agency page verified. Checked November 11, 2026. |
| Court index for eviction, restraining order and criminal cases, Ventura Superior Court<br>**Who holds it:** Ventura Superior Court Records, Hall of Justice. Files are viewed in Room 218. | **Who may ask:** Anyone, by a search request in person or in writing, not by phone.<br>**How:** Submit the search request to Records. The online Case Inquiry limits remote display of some case types. | "a $15 fee per search request with a maximum of 15 names per request." | Court records. Case Inquiry. Checked November 11, 2026. |
| Victim assistance, Ventura County District Attorney<br>**Who holds it:** The Crime Victims' Assistance Unit, which offers advocates, court accompaniment and help with protective orders. | **Who may ask:** Victims of crime.<br>**How:** Call (805) 654-3622. | Free. | Crime Victims' Assistance Unit. Checked November 11, 2026. |

### RECORDS AND DEADLINES

The records clock is shorter than the lawsuit clock. Most California injury lawsuits must be filed within two years of the injury (Code of Civil Procedure section 335.1). Some claims have more time, and our negligent security deadlines guide lists them; the deadline calculator gives a first look at the dates. The dates in any one case should be calculated by a lawyer. 911 audio may be destroyed after 100 days, and body camera video that is not evidence after 60 days, so the letters and requests in the first group go out first.

Fees, addresses and request rules on this page are what each agency's own page said when we checked it on November 11, 2026. Agencies change them, and the agency's page controls. This page publishes no crime, call or code data about any address or building. For the claim itself, start with our Los Angeles negligent security lawyer page; for injuries from unsafe conditions rather than crime, see our premises liability page. General information, not legal advice for your situation. Contacting us does not create an attorney-client relationship, which is formed only by a signed written fee agreement.

**Free case review: (424) 235-7879.** No fee unless we recover. If there is no recovery, you owe no fee and no case costs. Se habla español. The web version saves your progress: https://www.wiseinjuryfirm.com/library/tools/negligent-security-evidence-checklist/

Written and reviewed by Josh Kohanim, Esq., California Bar No. 328609. Reviewed November 11, 2026. This website is for general information and is not legal advice. Contacting us does not create an attorney-client relationship, which is formed only by a signed written fee agreement. No attorney's fee unless we recover. If there is no recovery, you owe no fee and no case costs. The written fee agreement explains this before representation begins. Prior results do not guarantee a similar outcome.

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