



If Your Business was Vandalized

Step 1

Contact your landlord or building property manager.

Step 2

Take photographs of the damage.

Check to make sure nothing is missing.

- If you find anything missing, then you will need to report a commercial burglary. If you're reporting a commercial burglary call the Oakland Police Department at the non-emergency number: (510) 777-3333. Unless instructed otherwise, don't touch or move anything until the police have arrived, performed any investigating or collecting of evidence they need to do and completed their report.
- If you don't find anything missing, you can file a Vandalism report online at <https://www.oaklandca.gov/services/report-a-crime-online>

It's imperative that you file a police report, which is generally required by all insurance companies.

Step 3

Check your insurance policy. If nothing is missing, then you have a straight vandalism case. You may not be sure if your particular policy covers these types of incidents, so read over your insurance policy and see if you find any information regarding vandalism claims.

Step 4

Contact your insurance agent as soon as possible to get the claim process started immediately. Depending on the insurance company your policy is through, there may be a specific phone number you should call to file your claim.

Step 5

Take appropriate steps as outlined by the insurance company. Not all insurance companies handle 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

Keep your receipts. If the vandalism damage requires you to fix something right away, such as a broken window in your business that you're not comfortable covering temporarily, make sure you keep all the receipts relating to the repairs. You'll need these to get reimbursed by the insurance company.

These companies provide board-up services: Bay Restorators (510) 534-6647; East Bay Glass (510) 834-2535 or (510) 590-1211; 911Restoration Services (510) 526-1137; MAZ Glass (510) 428-3963 Vortex Doors (510) 969-6657; ServPro (510) 352-2480; BELFOR (510) 377-5879 or (510) 377-7536; Restoration Management Company (800) 400-5058. Contact your private insurance company for other companies. The City of Oakland does not require a Building Permit to board up your broken windows.

Step 7

The City of Oakland has centralized business assistance through the Oakland Business Assistance Center (BAC). **The BAC will coordinate a Business Services Team to help you.** Contact Juno Thomas at (510) 238-7398 or email: jcthomas@oaklandca.gov.

The Business Assistance Center (BAC) is the first point of contact for Oakland's Business Community. Services offered include referrals to community-wide resources and support organizations. The BAC works with all City of Oakland Departments and has direct access through its liaison network to offer solutions and resources to Oakland businesses.

Report Illegal Activity

- For emergencies, dial 911
- Report illegal dumping and request public maintenance services by contacting OAK311. Dial 311 (or 510-615-5566), email OAK311@oaklandca.gov, report online at 311.oaklandca.gov, or use the free OAK311 mobile app for Apple and Android devices.

How to Stay Informed

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

- Website
Visit www.oaklandca.gov for regular updates
- Public Safety Notifications
Sign up to receive public safety notifications from OPD through text/SMS, mobile applications, email and internet posts. Visit www.nixle.com to register.
- Twitter
For general City of Oakland news, follow @Oakland
For specific public safety news, follow OPD @oaklandpoliceca
- Business Support
Contact the City of Oakland's Business Assistance Center at (510) 238-7398 or visit www.OaklandBusinessCenter.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.