

## CONCERTO LOFTS MAILBOX THEFT NOTICE

### DECEMBER 9, 2022

Dear Concerto Residents,

On December 8, 2022, management received a report regarding mail theft from one of the outgoing mail slots at the community.

After searching the camera footage, two women (possibly White or Hispanic age 18-30) were seen entering the community through the main lobby door using a postal key around 2:27 am (image attached). They proceeded to the mailbox area, opened one of the panels near the “outgoing” mail slot and proceeded to remove mail. Based on the footage this panel was opened on both sides of the mailbox clusters. The suspects also picked up a package from the ground.

This incident has been reported to the local Pacific Police station as well as the US Postal Inspection Service. Your Concerto Board members have also posted the videos to the Playa Facebook groups.

If you believe you may have had mail stolen, reports can be made using this the [Report Mail Fraud & Postal Fraud | USPIS](#) link or by calling [1-877-876-2455](tel:1-877-876-2455). If you have an identified loss as a direct result of this theft, please email Julie Taing at [JTaing@uspis.gov](mailto:JTaing@uspis.gov) with as much detail as possible (i.e., date, time, location, and amount of loss).

A useful service to help prevent theft is to utilize Informed Delivery. Please see the FAQ [Informed Delivery® - The Basics \(usps.com\)](#) for more information. Attached is a digital pamphlet on ID theft and mail theft prevention tips.

When placing orders please remember the following:

- Add specific delivery instructions like – “please deliver to parcel lockers” or “please deliver to unit door”
- Sign up for delivery notifications when available (email, text, phone call, or all 3 if allowed)
- Pick your package up promptly once notified
- If you can avoid it, don’t have packages delivered when you will be away from home or out of town. Most mail/package carriers will hold packages at the nearest facility until you are able to pick it up. USPS offers a “vacation mode” where all mail and packages can be held for specific time frames while you are gone
- If a package arrives unexpectedly, ask a neighbor or friend in the building to pick it up for you

Please sign up for Parcel Pending if you have not already. There is a one-time sign-up fee of \$20. This is the only way to ensure your package is kept secure and out of sight until you can retrieve it. Many packages remain on the floor uncollected for several days and this attracts unwanted attention to the building.

Parcel Pending has a 24/7 customer relations support team that can assist with resident questions, challenges, transfers, missing packages, and refunds.

**Parcel Pending - Customer Relations**  
**855.316.4756**

[www.parcelpending.com](http://www.parcelpending.com)

Lastly storing items in parking spaces in the garage (empty boxes, contractor supplies, car parts, bikes, child toys etc.) unfortunately attracts the same unwanted attention to the building. Storing items in parking spaces is not permitted within Concerto Lofts per your community rules. Petty theft is constant all over, but especially high during the holiday months. Something you may consider trash may be valuable to thieves looking for an opportunity.

If you have any questions, please feel free to respond to this email or contact me at the number below.

Thank you

Andrea



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