



RICHMOND COUNTY SHERIFF'S OFFICE

Sheriff Richard Roundtree

Law Enforcement Center

400 Walton Way

Augusta, GA 30901

Phone: 706.821.1000 Fax: 706.821.1064

STANDARD COMPLAINT FORM

Your complaint will be forwarded to the employee's supervisor for inquiry or to the Internal Affairs Office. If your concern stems from an arrest or citation issued, it may not be investigated until the legal matter has been resolved. Questions concerning the complaint process may be directed to the Internal Affairs Office at (706) 821-1004.

Complaint Control # 23-09-26

Complainant's Name: Sharon Aschermann Race & Sex: F Age: 29

Home Address: 4008 wheeler woods Rd Apt A Phone: 702-305-6180

City: Augusta State: Ga Email: sharonaschermann@gmail.com

Witness's Name: _____ Race & Sex: _____ Age: _____

Home Address: _____ Phone: _____

City: _____ State: _____ Email: _____

Date/Time Incident Occurred: 8/18/2023 Location: Storage Rentals of America (wrightsboro rd)

How Complaint was received: In Person ☒ Phone _____ Email _____ Mail _____

Deputy/Employee Involved: Diana Santiago Deputy/Employee Involved: _____

Deputy/Employee Involved: Corporal Gunn Deputy/Employee Involved: _____

Give a brief narrative of events that lead to the complaint. You may add additional sheets if necessary.

Please see attached statement

Supervisor/Investigative Comments.

Deferred to Supervisor. Incident search in LERMS shows correct case number as 23-158519 but there isn't a report for this case #.
See Attached.

Disposition of Complaint: Not Sustained

Complaint Received by: Sgt Caleb Lee Unit# B34 Date: 09/18/23

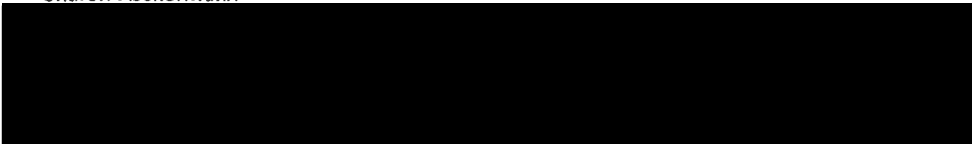
To whom it may concern,

On Friday August 18th, 2023, I contacted the Richmond County Sheriff's Department to file a police report for theft at my storage unit. My storage unit number 515 is located at **3353 Wrightsboro Rd Augusta Ga 30909 at Storage Rentals of America**. I made the call at approximately 5:30 pm and Officer Diana Santiago responded to the call at approximately 6:30 pm. At that time, I Made my report to the officer regarding the Incident of my items being lost or stolen by the storage facility. I was given case number #23- 158159 and was told the report would be ready in a couple of days. Shortly after making the report, I received a call from Officer Santiago stating she was informed by her supervisor that they would not be able to file a police report due the property manager being at fault for a loss of my items, and it was not actually considered theft. She informed me this would now be a civil matter. I was concerned that I had no record of me reporting the incident, but I was advised that they still will have a record available to me. After this was informed to me, I immediately reached back out to the company and spoke with the District Manager, Jimmy Moran, of Storage Rentals of America. After speaking with him and sending my statement, they have determined they will consider this a loss and are filing a claim on my behalf to the insurance company. He stated the insurance company will need the police report I provided a statement for or a written statement from the police department with a Richmond County Sheriff's office letterhead stating why they are not able file a report of the incident. At that time, I contacted the Sheriff's office and spoke with the Records department who advised me my report was ready. Upon arriving at the office, it was discovered that the case number provided to me was now under another individual with a different case.

The clerk at the records office stated I needed to reach out to Dispatch to get them to contact the officer. I contacted dispatch and they were able to contact officer Santiago in regard to the issue. When Officer Santiago gave me a call, she advised me that she would speak with her supervisor to determine how they would be able to resolve this matter. At that time, she asked if I had not heard back from her by 6:45 pm the next day, to call back. **After not receiving a call back, I spent the next three weeks contacting dispatch every day.** Everyday someone would tell me to call on a different shift. Every time I called; they would state they could not reach the officer. I have asked multiple times for the supervisor to be reached with no response. This is a prime example of unnecessary negligence. A report should have been properly filed when the incident occurred back in August. I have received no communication, no assistance, no due diligence to resolve this matter. I am not at fault and need this document to begin filing a claim with the insurance company. All I am asking for is the report, it will take approximately 45 days for the insurance claim to be processed so every week that I am waiting on the police department is another week it will take for me to have this matter resolved. If someone could look into this matter and reach back out to me as soon as possible, it would be greatly appreciated. **I have contacted dispatch to contact the officer on average 18 times (I am happy to provide phone records) since the incident with no success in retrieving communication or assistance.**

Thank you

Sharon Aschermann



Provided Statement of incident.

As promised, here is a photo of the case # card provided to me by the Richmond County Officer. Case number 23-158159

Statement:

Sometime in late May/ early June, I received a notice for non-payment. The notice stated my items would be up for auction if payment was not made by June 29th, 2023 meaning my property would be sold for auction. After returning from vacation, I attempted to make the payment online on June 23rd using my online portal. The unit was no longer showing within my account so I called customer service to attempt to make the payment over the phone. The customer service agent stated they could not take my payment online because my unit was showing as sold. I advised her that the date shown on the notice stated I had until the 29th. At that time she contacted the property manager who was unavailable. There was an escalation placed and the property manager reached out to me stating this was an administrative mistake and that my unit had not been sold. I would just need to make the payment. I went up to the office to settle the matter and make the payment up front I believe that same Friday June 23rd during my lunch break. The property manager made questionable statements such as " we didn't think you would actually come get the property" "there weren't many items in the unit" etc. At that time, he apologized for the confusion and offered me a free month's rent for the month of July and provided me with a complimentary lock since the property manager had broken my personal lock on the unit. At that time I had to only pay for the insurance on the unit they had moved me "back" into. He advised they would have to treat it as moving in an entirely brand new person. At that time he stated he could not take my payment directly for the amount that was overdue and that they would add it to my account and i could pay online and once he sees the payment is made will remove the red lock. I was already upset because I couldn't understand why he would not just take my payment at that time. He then called his manager and had her on speaker phone (this conversation took place outside the storage facility office and should be on surveillance camera) He was being scolded for not following protocol on accepting the payment and said they could not ask for me to make another payment after I came and settled getting back into my unit. when he stated " she is right here she can make the payment now) the manager said nevermind just dont worry about it and disconnected, when i asked him what that meant he shrugged his shoulders and said you're good to go. a month passed and My complimentary month was up. I paid three months in advance for my unit and went to the facility to drop off some items on Thursday evening 8/17/2023. When I arrived, I was unable to access my unit as it still had the red lock and a green tag securing the unit. I immediately called customer service and they were unable to reach the property manager but left a message to remove the lock on the unit. I was advised they can not remove the red lock until a personal lock has been placed on the unit to secure it. I was also advised a green tag indicated a "unit is ready". I drove back to the unit the next morning at 7:20 am and saw the red lock had been removed. The green tag was still on the unit So i had to break the green tag to open my unit. That's when I saw the MAJORITY of my property was not there. I'm sure the surveillance on the property can see how shocked I was upon opening my unit. I again immediately contacted customer service and informed them of the situation. They stated that I would need to file a police report and they would contact the property manager since it was before business hours. I stated to them I needed to go to work but that I would have an officer meet me at the location since I get off at 5 pm and the agent noted this on my account. I arrived back at the facility at 5:20 pm that Friday and contacted the police. To my surprise the portery manager was at the office. I advised him who I was and he proceeded to hand me a bunch of paperwork. I told him the police should arrive shortly and asked if he would stay to explain. He told me he gets off in 9 minutes (5:30pm) and would not stay. When the police arrived, I told them this entire statement. Officer Santiago informed me they could not make this an official police report since it is now a civil matter and not a criminal matter. my unit was not broken into, the only person to have physically touched my property during this time has been the property manager. He removed the property from my unit and placed it back into my unit. and the unit was locked with a red company lock the entire time. I have listed all the items i could immediately tell were missing from my unit and am happy to provide that list as well. What I would like resolved is either ALL of my property found and returned or a payment for the lost items.

You may reach me by this email, or give me a call 762-305-6180

Thank you for taking the time to look into this matter

SHIELDS OF SHAME

Richmond County
Sheriff's Office

400 Walton Way
Augusta, Georgia 30901
Phone: 706-821-1000
Dispatch: 706-821-1080



Case #: 23-158159

TO PROTECT LIFE AND PROPERTY, THROUGH THE MAINTENANCE OF PEACE
AND ORDER, AND THE PROVISION OF LAW ENFORCEMENT SERVICES

SHIELDS OF SUMMIT

Caleb Lee

From: Jonathan A. Olivares
Sent: Thursday, September 21, 2023 1:18 AM
To: Caleb Lee; Kenneth Daniels
Cc: Diana Santiago
Subject: Re: IA Complaint

Good morning,

Deputy Santiago completed the report and was submitted. I emailed Ms. Aschermann a copy of her report as you instructed. I talked to Deputy Santiago and I believe this incident was my fault. I remember talking to her and advising Deputy Santiago that it was not a burglary and it was simply a civil matter. I hope this takes care of the complaint portion. Thank you

Sergeant Jonathan Olivares
Road Patrol Division
Hazardous Devices Unit

Richmond County Sheriff's Office
400 Walton Way
Augusta, GA 30911
706-821-4870 (Office)
706-821-1080 (Dispatch)
www.RCSOGA.org



From: Caleb Lee <Caleb.Lee@augustaga.gov>
Sent: Monday, September 18, 2023 3:34 PM
To: Kenneth Daniels <KDaniels@augustaga.gov>; Jonathan A. Olivares <JOlivares@augustaga.gov>
Subject: IA Complaint

Good Afternoon,

Please see attached complaint.

Sergeant Caleb Lee
Internal Affairs – Public Information Office
Office of Professional Standards and Training
Richmond County Sheriff's Office
400 Walton Way



Richmond County Sheriff's Office

CASE REPORT

400 Walton Way

Augusta, GA 30901

CASE# 2023-00158519

EVENT	REPORTED DATE/TIME 8/18/2023 17:29	OCCURRED INCIDENT TYPE (9806) Civil Dispute-Non Fam Vio	
	OCCURRED FROM DATE/TIME 08/18/2023 17:29	OCCURRED THRU DATE/TIME 08/18/2023 17:29	LOCATION OF OCCURRENCE 3353 WRIGHTSBORO RD Augusta, GA

OFFENSES	STATUTE/DESCRIPTION	COUNTS	ATTEMPT/COMMIT
	01 94-CD CIVIL DISPUTES	1	Commit

SUBJECT	JACKET/SUBJECT TYPE Adult Complainant	NAME (LAST, FIRST, MIDDLE SUFFIX) ASCHERMANN, SHARON M					
	DOB [REDACTED]	AGE or AGE RANGE 29	ADDRESS (STREET, CITY, STATE, ZIP) 4008 WHEELER WOODS RD A Augusta, GA 30909				
	RACE White	SEX Female	HEIGHT or RANGE 5'7" 5'7"	WEIGHT or RANGE 145 145	HAIR Brown	EYE Brown	
	DL NUMBER/STATE 058103744 / GA	PRIMARY PHONE [REDACTED]	PHONE #2	PHONE #3			

SUBJECT	JACKET/SUBJECT TYPE Business Other	NAME (LAST, FIRST, MIDDLE SUFFIX) OF AMERICA, STORAGE				
	DOB	AGE or AGE RANGE	ADDRESS (STREET, CITY, STATE, ZIP) 3353 WRIGHTSBORO RD Augusta, GA 30909			
	RACE Unknown	SEX Unknown	HEIGHT or RANGE	WEIGHT or RANGE	HAIR Unknown	EYE Unknown
	DL NUMBER/STATE	PRIMARY PHONE (706)707-3995	PHONE #2	PHONE #3		

SUBJECT	JACKET/SUBJECT TYPE	NAME (LAST, FIRST, MIDDLE SUFFIX)				
	DOB	AGE or AGE RANGE	ADDRESS (STREET, CITY, STATE, ZIP)			
	RACE	SEX	HEIGHT or RANGE	WEIGHT or RANGE	HAIR	EYE
	DL NUMBER/STATE	PRIMARY PHONE	PHONE #2	PHONE #3		

REPORTING OFFICER SANTIAGO, DIANA C837	DATE 8/18/2023	REVIEWED BY OLIVARES, JONATHAN
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Richmond County Sheriff's Office

CASE REPORT
400 Walton Way
Augusta, GA 30901

CASE#2023-00158519

NARRATIVE

23-158519

On Friday August 18, 2023 at 1729 hours I, Deputy Santiago responded to 3353 Wrightsboro rd (Storage rentals of America) in reference to a theft.

When I arrived on scene I spoke with Sharon Asterman who stated between May and June she received a notice for non payment from the Storage rental of America for the unit she was renting. Asterman stated the notice said if she didn't pay the unit the items would be put up for auction if not paid by June 29th. Asterman stated she then tried to make a payment online when she returned from vacation but there was no access to her account so she contacted customer service to try to make a payment. Asterman stated the customer service representative stated to her that she could not take a payment due to her unit was marked as sold. Asterman stated she advised the representative that the notice said she has until the 29th to make a payment. Asterman stated she tried to contact the property manager but had negative contact.

Asterman stated the property manager contacted her stating this was an administrative mistake and that my unit had not been sold as long as I make the payment. Asterman stated she then went to the office to make the payment upfront on June 23rd. Asterman stated the property manager made a comment to her such as " we didn't think you would actually come get the property" "there weren't many items in the unit" that's when he offered the rent for the month of July free. Asterman stated she had to pay for insurance and start over like she was a new renter. Asterman stated the property manager called his manager and had her on speaker phone (this conversation took place outside the storage facility office and should be on surveillance camera) He was being scolded for not following protocol on accepting the payment and said they could not ask for me to make another payment after I came and settled getting back into my unit.

Asterman stated the property manager stated to his manager " she is right here she can make the payment now) the manager said nevermind just dont worry about it and disconnected. Asterma stated when she asked him what that meant he shrugged his shoulders and said "you're good to go".

Asterman stated a month passed and her complimentary month was up. Asterman stated she paid three months in advance for my unit and went to the facility to drop off some items on Thursday evening 8/17/2023. Asterman stated When she arrived she was unable to access her unit as it still had the red lock and a green tag securing the unit. Asterman stated she immediately called customer service and they were unable to

REPORTING OFFICER
SANTIAGO, DIANA C837

DATE
8/18/2023

REVIEWED BY
OLIVARES, JONATHAN

reach the property manager but left a message to remove the lock on the unit. Asterman advised they can not remove the red lock until a personal lock has been placed on the unit to secure it.

Asterman stated she was also advised a green tag indicated a "unit is ready" so she drove back to the unit the next morning at 7:20 am and saw the red lock had been removed but the green tag was still on the unit. So she had to break the green tag to open my unit. Asterman stated that when she saw the majority of my property was not there. Asterman stated she is sure the surveillance on the property can see how shocked she was upon opening her unit and immediately contacted customer service and informed them of the situation. Asterman stated that she would need to file a police report and they would contact the property manager since it was before business hours.

Asterman stated she told the property manager she needed to go to work but that she would have an officer meet her at the location since she gets off at 5 pm and the agent noted that on her account. Asterman then stated she arrived back at the facility at 5:20 pm that Friday and contacted the police and to her surprise the property manager was at the office. Asterman stated she advised the property manager who she was and he proceeded to hand me a bunch of paperwork. Asterman stated she told the property manager the police should arrive shortly and asked if he would stay to explain. Asterman stated the property manager told her he gets off in 9 minutes (5:30pm) and would not stay for the report. Asterman stated the property manager said "the unit was not broken into, the only person to have physically touched your property during this time but him." Asterman stated the property manager removed the property from my unit and placed it back into my unit, and the unit was locked with a red company lock the entire time. Asterman stated the items she could immediately tell were missing from my unit with their approximate values were:

Turkey fryer \$130

Propane Tank \$60

Punching Bag \$80

Portable photo printer \$150

Canon EOS Rebel Camera \$400

Photography lights \$40

Children's Saucer Swing \$60

Tan paint 1 gallon \$35

White paint 1gallon \$35

Paint brush set \$25

Wall repair kit \$16

3 sets of blinds \$15 each (\$45 total)

Two XL storage Bins \$20 each (\$40 total)

Storage bins were filled with:

Halloween decor approx \$150

Christmas decor \$100

Christmas lights \$60

Christmas inflatable Santa \$49

Thanksgiving decor \$75

I advised Asterman her case number and advised her this is a civil matter. Asterman stated she wanted a report documented for insurance purposes.

BWC footage submitted

SHIELDS OF SHAME