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| Date of Incident | 01-03-2023 |
| Prepared By | Felicia Howell |
| Reviewed By | Incident Report was reviewed by Alison Snyder on 01-05-2023 at 09:50 PM. |
| Property | Bromley House |
| Time of Incident | 01:00:00 |
| Location of Incident | Bromley House Parking lot-In front of B bldg |

| Incident Type |
|---|
| Criminal Activity Involved |
| Incident Type Category |
| Non-violent crime |
| Incident Type Sub-Category |
| Theft |
| Description of Incident |
| A resident from the C building called the office on January 3rd around 10:00a stating a car in the parking lot looked like it was broken into. Maintenance and I went to identify the vehicle and found it with a broken window and steering column. We contacted the police, who said that they did not find the vehicle reported stolen in their system. I didn't see a resident sticker on the car, so we left it on site until January 4th to see if the owner of the vehicle was a resident. |
| Corrective action taken at the time of the incident |
| On January 4th around 11am, I contacted the tow company since the car was still sitting in the same spot. The police were called to ticket the vehicle so the tow company could remove it. Upon inspection of the vehicle, the police officer noticed the parking sticker on the small triangle window near the side mirror. After viewing our documents, we didn't locate the parking sticker with a resident. The car was towed off site. After further review of the log book, Dawn Buck determined that the parking sticker number in the book was written incorrectly. We called Tasha Basil, who is the resident in apartment B317 and informed her of what occurred. |
| What we have done related to Customer Service and helping the resident, if anything? |
| I apologized for towing the vehicle and explained why it was towed. I did offer to pay for the tow fees. She contacted her insurance company, and they are taking over the incident and will cover the towing fees for the vehicle. I did not view the cameras because the Resident informed me she doesn't know when the break in could have occurred. She is always inside her home since she works from home and rarely drives. |
| Witnesses names and phone number |
| N/A |
| Was there security camera footage of this incident? |
| No |
| Link to security footage video in Box |
| http:// |
| Did this incident involve a resident? |
| Yes |
| Resident Name |
| Tasha Basil |
| Did this incident involve a Lindy team member? |
| No |
| Did this incident involve a vendor? |
| No |

