

<b>Date of Incident</b>	01-13-2025
<b>Prepared By</b>	Travis Poston
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 01-15-2025 at 07:28 PM.
<b>Property</b>	The Diamond at Phoenixville
<b>Time of Incident</b>	06:52:00
<b>Location of Incident</b>	Parking Garage

Report Last Updated By	Update Date
Alison Snyder	01-15-2025
Travis Poston	01-15-2025
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<b>Incident Type</b>
Criminal Activity Involved
<b>Incident Type Category</b>
Non-violent crime
<b>Incident Type Sub-Category</b>
Theft
<b>Description of Incident</b>
Resident Robert Wieczorek and Tina Wieczorek (apartment 310) reported to our office that one of their E-bikes were stolen from the parking garage when they were away on vacation. They were away on vacation from 12/10/24 -12/28/24. On 1/13/25, their 2nd E-bike was stolen from the parking garage. After reviewing camera footage, a heavily tinted maroon/ purple vehicle (license plate removed) entered the parking garage and pulled up the the E-bikes (on both occasions). A person wearing all black and a black mask got out of the vehicle and put the bikes into the trunk of their vehicle before leaving. The police (Jeremy Fonseca) will be on site Friday 1/17/25 to view the footage himself.
<b>Corrective action taken at the time of the incident</b>
We advised them to contact the police department and to file a claim with their renter's insurance company. The police contacted Travis Poston about camera footage. Joe Cooper reviewed the footage himself and saw the incident on camera. The police (Jeremy Fonseca) will be on site Friday 1/17/25 to view the footage.
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
Met with Residents and reviewed footage ourself to help progress the investigation. Set up a meeting with the Phoenixville police (Jeremy Fonseca).
<b>Witnesses names and phone number</b>
None.
<b>Was there security camera footage of this incident?</b>
Yes
<b>Link to security footage video in Box</b>
http://Will Provide Separately once downloaded
<b>Did this incident involve a resident?</b>
Yes
<b>Resident Name</b>
Robert Wieczorek and Tina Wieczorek
<b>Did this incident involve a Lindy team member?</b>
No
<b>Did this incident involve a vendor?</b>
No
<b>Should this incident be reported to the residents renters insurance policy?</b>
Yes
<b>What is the estimate of the loss?</b>
\$2,000 - \$4,000

