

Date of Incident	01-23-2023
Prepared By	Felicia Howell
Reviewed By	Incident Report was reviewed by Alison Snyder on 01-23-2023 at 08:22 PM.
Property	Bromley House
Time of Incident	00:08:00
Location of Incident	Bromley Parking lot-Front of A bldg

Incident Type
Security
Incident Type Category
Theft
Description of Incident
Upon entering the office to begin my workday on January 23, 2023, around 8:30A, I noticed a Kia SUV, driver side front window broken. I took a photo and wrote down the parking sticker so I can contact the resident. The Kia belonged to Lauryn Gray who resides in A201 at Bromley. She was called and informed of the damage to her vehicle. She went to her car and contacted the police. The only thing stolen was her handicap placard. After waiting over two hours, she taped up her window and was informed I would call her if police showed up. As of 3:04p, no police have arrived at Bromley House. I watched the cameras and was not able to produce any camera footage of the incident.
Corrective action taken at the time of the incident
Called resident and informed her that her car window was broken. Assisted her in waiting for the police (who never came).
What we have done related to Customer Service and helping the resident, if anything?
We have sent an email out to all residents at Bromley informing them of what is occurring on the parking lot. Also shared a link from Fox 29 news article and put the courtesy parol number in the letter
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
Lauryn Gray
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

