



Date of Incident	01-12-2022
Prepared By	Administrator User
Reviewed By	Incident Report was reviewed by John Samuel on 01-27-2022 at 11:37 PM.
Property	Gateway Towers
Time of Incident	13:00:00
Location of Incident	3700 Gateway Drive, Apt. 606, Philadelphia, PA 19145

Description of Incident
On 1/20/22 Pet Ziff of StateFarm called to report his insured, India Hayward-Thopson filed a burglary claim for her apartment, alleging the maintenance technician who performed work in her apartment on January 12th took an \$800 bottle of perfume and \$2,500.00 ring from her apartment. Ms. Hayward-Thompson said she reported the incident to the leasing office on January 15, 2022. There is no record of this incident being reported to the office. Vincent Nelson who completed two repairs in her apartment on January 12, 2022 said he was never alone in her apartment on January 12th. He said Ms. Hayward-Thompson's boyfriend was in the same room with him the entire time he was in the apartment. He said when he completed work in the bedroom, her boyfriend stood in the door jam watching him. As he completed work in the kitchen, he said her boyfriend was a few feet away in the living room. Updated January 28th- The Statefarm claim handler called the leasing office on January 28th to report the claim was meritless and had been withdrawn by the Ms. Hayward.
Corrective action taken at the time of the incident
We were not made aware of the incident when it occurred.
What we have done related to Customer Service and helping the resident, if anything?
I spoke with Vincent Nelson and downloaded a lock audit from the lock for B606. I was unable to reach Ms. Hayward-Thompson.
Witnesses names and phone number
Vincent Nelson--215-499-7977
Is criminal activity involved
Yes
Criminal activity involved
Unknown if criminal activity is involved--theft or insurance fraud
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
India Hayward-Thompson
Did this incident involve a Lindy team member?
Yes
Team Member Name
Vincent Nelson
Did this incident involve a vendor?
No

