

<b>Date of Incident</b>	01-30-2026
<b>Prepared By</b>	Melissa Verdon
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 01-30-2026 at 05:19 PM.
<b>Property</b>	Enclaves
<b>Time of Incident</b>	02:16:00
<b>Location of Incident</b>	The property's front entrance gate

<b>Report Last Updated By</b>	<b>Update Date</b>
John Samuel	01-30-2026

**Incident Type**

Auto Accident

**Incident Type Category**

Residents

**Description of Incident**

Upon review, it was identified that an unregistered vehicle with tag MXM4118 stopped at the kiosk. The physical guard identified the driver as a resident, 3912B1 Walid Khalfa, and advised him to connect to the kiosk, which he refused. The vehicle then moved forward and struck the barrier arm, causing it to detach. The incident was immediately reported through the kiosk, and the guard was advised to secure the barrier arm.

**Corrective action taken at the time of the incident**

We had called Allmark Doors to come and repair the gate.

**What we have done related to Customer Service and helping the resident, if anything?**

We called Walid and explained that he must abide by the policies of the property and followed up with a letter. We also explained that he would be financially responsible for the repairs.

**Witnesses names and phone number**

Philadelphia Protection Unit - 267-972-1152 Safe Passage - 570-953-8005

**Was there security camera footage of this incident?**

Yes

**Link to security footage video in Box**

[https://safepassagesolutions.sharepoint.com/sites/SafepassageSupport/\\_layouts/15/stream.aspx?id=%2Fsites%2FSafepassageSupport%2FShared%20Documents%2FPublic%2FCOMMUNITIES%2FGateway%20Towers%2FGateway%2](https://safepassagesolutions.sharepoint.com/sites/SafepassageSupport/_layouts/15/stream.aspx?id=%2Fsites%2FSafepassageSupport%2FShared%20Documents%2FPublic%2FCOMMUNITIES%2FGateway%20Towers%2FGateway%2)

**Did this incident involve a resident?**

Yes

**Unit**

3912B1

**Resident Name**

Walid Khalfa - 267-312-8494

**Did this incident involve a Lindy team member?**

No

**Did this incident involve a vendor?**

Yes

**Vendor Name**

Philadelphia Protection Unit and Safe Passage

**Should this incident be reported to the residents renters insurance policy?**

No

