



Date of Incident	02-03-2022
Prepared By	Felicia Howell
Reviewed By	Incident Report was reviewed by Alison Snyder on 02-04-2022 at 08:13 PM.
Property	Bromley House
Time of Incident	09:00:00
Location of Incident	B Building Elevator

Description of Incident
Felicia Howell received an email from Resident, Andrea Colon on Friday around 9am. The email was sent around 9pm Feb 3 with a photo of writing on the elevator door. Inside the elevator door, it was written the resident initials, ALC and her apartment number in a heart and RIP written above in marker. This is the second time writing was placed on the walls with the resident name and apartment number.
Corrective action taken at the time of the incident
Felicia called the resident to gather more details of what occurred. She sent an email to Brian K and Alison S to inform them of the situation and to ask for approval for a transfer.
What we have done related to Customer Service and helping the resident, if anything?
Because the resident is uncomfortable staying in her apartment, Felicia informed her of an available apartment at Regency House. The resident was pleased with the apartment and will be transferring there. In addition, we will obtain quotes to add a camera in the area where the repeated incidents have occurred.
Witnesses names and phone number
N/A
Is criminal activity involved
Yes
Criminal activity involved
DC# 22-35-006441 for 2/3 incident. DC# 22-35-004309 for 1/24 incident
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
Andrea Colon- B307
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

