

Date of Incident	11-30--0001
Prepared By	Nancy Benner
Reviewed By	Incident Report was reviewed by John Samuel on 02-16-2026 at 11:36 AM.
Property	Joshua House
Time of Incident	00:00:00
Location of Incident	2607 Welsh Road Philadelphia PA 19114 Apartment G302 Date and time of incident Unknown - resident discovered missing funds evening of February 9, 2026

Report Last Updated By	Update Date
John Samuel	02-16-2026
Nancy Benner	02-16-2026

Incident Type
Criminal Activity Involved
Incident Type Category
Non-violent crime
Incident Type Sub-Category
Theft
Description of Incident
Resident Elina Rakhmanberdieva reported by e-mail 2/16/26 6:25pm that after submitting a maintenance request for water leaking from both living room windows following heavy snowfall, maintenance entered the apartment on January 28, 2026, while no one was home. Resident states she had saved \$1,000 in cash, later adding \$100 on February 9, 2026, and stored the money in the closet under bath towels. On the evening of February 9, 2026, she discovered the cash was missing. Resident states no guests had been in the apartment and believes the only non-household individual who entered the unit during that time was maintenance addressing the window leak. Resident reports feeling unsafe and concerned about entry procedures.
Corrective action taken at the time of the incident
We documented the complaint and gathered details from the resident. Resident was advised to file a police report regarding the alleged theft .
What we have done related to Customer Service and helping the resident, if anything?
Acknowledged resident's concerns and documented the complaint. Advised resident regarding proper next steps, including contacting local authorities and renter's insurance carrier.
Witnesses names and phone number
none
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
Elina Rakhmanberdieva
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
Yes
What is the estimate of the loss?
\$1000