

Date of Incident	02-17-2026
Prepared By	Dawn Buck
Reviewed By	Incident Report was reviewed by Alison Snyder on 02-18-2026 at 11:25 AM.
Property	Bromley House
Time of Incident	14:58:00
Location of Incident	Bromley House Leasing Office

Report Last Updated By	Update Date
Alison Snyder	02-18-2026

Incident Type

Security

Incident Type Category

Violence-third party

Description of Incident

Resident daughter Mo reported that they found her mother (Barbara Hooker of Eola #203) deceased this morning at 5 am in the apartment - I explained the protocol that we would have to secure the unit, and that they would need to file for a short cert from the registrar of wills. She was upset and I tried to explain that it was to ensure that her mother's belongings went to the appropriate person(s) as she mentioned there were numerous siblings. About 30 minutes later, Mo stormed into my office. She stated that they were not leaving as they were trying to find paperwork in the unit. (maintenance reported that there were 6 people in the unit all refusing to leave). I explained that the locks would need to be changed at 4 pm and that they would need to all vacate the unit by 4 pm. She started yelling and screaming at me that I have no empathy. She came across the desk yelling and pointing her finger in my face then grabbed a box of tissues and started ripping them out one by one and throwing them at me all over the office. I pushed panic button for police and told her that I was calling the police and to please leave the office. She said she wasn't leaving and would wait for police. After a few minutes, she left the building. Police arrived and took my report.

Corrective action taken at the time of the incident

Panic button was hit and police were called out DC #26-35-013974. Alison advised Dawn that she can lock the office doors to avoid another confrontation. Also advised Dawn not to take further action at this time to changing the door locks in order to avoid further escalation of the issue.

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

NA

Witnesses names and phone number

Ashley Mitchell 215-242-4235

Was there security camera footage of this incident?

No

Link to security footage video in Box

http://

Did this incident involve a resident?

No

Did this incident involve a Lindy team member?

Yes

Team Member Name

Dawn Buck

Did this incident involve a vendor?

No

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

No