

Date of Incident	02-26-2024
Prepared By	Jason Aleman
Reviewed By	Incident Report was reviewed by Brian Kroker on 02-27-2024 at 08:04 PM.
Property	Towers at Wyncote
Time of Incident	18:30:00
Location of Incident	318-2

Report Last Updated By	Update Date
Brian Kroker	02-27-2024
Jason Aleman	02-27-2024

Incident Type
Misc.
Description of Incident
Resident submitted work order stating maintenance was in her apartment without permission, she had a hole under her kitchen sink, and a envelope of money is missing from her unit. [Resident did not disclose how much was in the envelope] Maintenance received work order from 218-2 stating "water leaking through wall in kitchen" at 315pm. Technician Matt was dispatched to investigate and found leak coming from pipework under the sink in 318-2. Alex assisted Matt. He patched the damaged line and closed out the ticket.
Corrective action taken at the time of the incident
I checked the camera footage to see if anyone other than resident or technicians had entered the apartment. I was unable to find anything conclusive. Scheduled on site painter to close hole under sink. HR was notified of the matter and will decide how to best investigate.
What we have done related to Customer Service and helping the resident, if anything?
Resident requested to speak with someone from maintenance at 730am. I met resident in lobby and she voiced her concern about the hole that was cut under her sink as well as the missing envelope. I assured her that we would close the hole under her sink as soon as we could and that i would address her concerns about the envelope with my supervisor.
Witnesses names and phone number
Jason 267-895-6576 Matt 215-9807402 Alex 215-869-4905
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Unit
0318-2
Resident Name
Kena Smith-Scott
Did this incident involve a Lindy team member?
Yes
Team Member Name
Matthew Glover and Alex Tentertuk
Did this incident involve a vendor?
No