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| Date of Incident | 04-11-2022 |
| Prepared By | Stephen Cicala |
| Reviewed By | Incident Report was reviewed by Stephen Cicala on 04-11-2022 at 09:11 PM. |
| Property | 450 Green Apartments |
| Time of Incident | 00:02:00 |
| Location of Incident | Package Room on Saturday, 4/9/22 at 12:02 a.m. |

| Description of Incident |
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| Samantha Bullman, from apartment E101, was observed on the security footage of opening packages, that don't belong to her and taking items from those packages. |
| Corrective action taken at the time of the incident |
| I contacted the Norristown Police Department and filed a report. The arriving officer provided me with an incident number to provide those residents that had items stolen. Residents that were affected are to contact the police and provide incident# 221564. |
| What we have done related to Customer Service and helping the resident, if anything? |
| I sent an email blast to the residents that had packages tampered with by Samantha. I explained how we were very sorry that this happened, but let them know that Norristown Police were contacted and we're doing internal steps to remediate this issue. |
| Witnesses names and phone number |
| N/a |
| Is criminal activity involved |
| Yes |
| Criminal activity involved |
| Theft |
| Was there security camera footage of this incident? |
| Yes |
| Link to security footage video in Box |
| http://I have footage in the leasing office |
| Did this incident involve a resident? |
| Yes |
| Resident Name |
| Samantha Bullman |
| Did this incident involve a Lindy team member? |
| No |
| Did this incident involve a vendor? |
| No |

