



<b>Date of Incident</b>	06-16-2020
<b>Prepared By</b>	Alison Snyder
<b>Property</b>	Warrington Crossings
<b>Time of Incident</b>	12:30:00
<b>Location of Incident</b>	Apt H02

Description of Incident
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At approximately 12:30pm, Gillian Smith of Apt H02 came to the office asking to use the phone to call the police because she had been robbed at her apartment. She said she had been away for several days and came back and was robbed. Mike let her in to use the phone to call the police. He got no details from her at that time. The police came to the office before meeting with the resident at her apartment and asked Mike if he thought Gillian was on drugs. He then left the office. Mike said that Gillian returned to the office at some point to call a taxi. He still got no details from her at that time. Alison called Gillian at approximately 2:30pm to try to go over details of what happened but had to leave a voicemail. Mike called Alison around 4:30 to report that Gillian had come back to the office for a third time, and obtained details. He asked what happened and if she had been robbed. She said she didn't know. She said that she lost her key. He asked where her roommate's key was. She said that her roommate lost his key as well. Mike asked if things were missing and she said yes. He said were there other items left in the apartment or were all her things gone. She said there were still items in the apartment. Mike said that she was very non committal with her answers and that she was agitated. She asked who our insurance company is and he said that she would need to call her own renters insurance company. As of writing this at 12pm on 6/18, Gillian has not returned my phone call to go over any details.

Corrective action taken at the time of the incident
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Resident notified police.

What we have done related to Customer Service and helping the resident, if anything?
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Tried to call 6/17. Will also call again today to try to reach resident to discuss incident and find out if she needs a key made.

Witnesses names and phone number
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N/A

Is criminal activity involved
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No

