

Date of Incident	07-24-2024
Prepared By	Joseph Cooper
Reviewed By	Incident Report was reviewed by Alison Snyder on 07-24-2024 at 08:29 PM.
Property	Gardens of Mt. Airy
Time of Incident	12:04:00
Location of Incident	Gardens of Mt Airy side of building

Report Last Updated By	Update Date
Alison Snyder	07-24-2024
Joseph Cooper	07-24-2024

Incident Type
Misc.
Description of Incident
Elaine Fulton from Apt B14 called the office to report that someone was trying to enter their apartment and walking through halls trying to open doors. Resident provided a picture of the person. Joseph Cooper, Maintenance Supervisor, reported to the property and found the accused sitting at the side entrance of the building. Joe asked if they were here to see someone or a resident. They claimed to be waiting on someone in the building but refused to explain who or what apartment. When asked to leave the property the person became hostile and shoved Joe, and as walking away threw a full soda can at his head before taking off down the road. It was also reported to the office that the individual was in the building last night, and that residents had called the police about this individual.
Corrective action taken at the time of the incident
Called police to report the incident. Report #24-14-042429
What we have done related to Customer Service and helping the resident, if anything?
Residents were email blasted on safety, ensuring doors aren't propped open, closed behind them, etc. Maintenance team ensured all exterior doors close and lock properly, as well as ensuring any vacant apartments were locked. Security will be hired temporarily to deter this issue.
Witnesses names and phone number
Joseph Cooper 267-637-4017
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
Joseph Cooper
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No

