



<b>Date of Incident</b>	07-30-2020
<b>Prepared By</b>	Alison Snyder
<b>Property</b>	Warrington Crossings
<b>Time of Incident</b>	12:00:00
<b>Location of Incident</b>	Warrington Crossings leasing office

Description of Incident
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Gillian Smith of Apt H02 came to the office around 12:00 pm to say that she needed a key to her apartment. Mike called Alison as we have provided her with 2 replacement keys already. I advised Mike to give her another key. He gave her the key and she came back and said it didn't work. She then she had a letter stating that she should be getting a key to Apt B07 (which is our model apartment) or G3. Earl spoke to her and explained that she only gets a key to her apartment. About 30 minutes to an hour later, the postmaster Joe Columbo came to the office with the mail carrier. The mail carrier described that he was putting mail into the mailboxes when a female with blonde hair, white T-shirt and black pants came to the mailboxes. She took 3-4 packages that did not belong to her and ran. She dropped one and went to her apt with the others. Based on the physical description we believe this to be Gillian Smith. Mike advises the postmaster to call the police regarding the incident. The police went to her apartment but she would not let them in. They advised her that charges would be pressed if she did not cooperate. They left. A little while later, a resident dropped a Safelock key to the office that he had found in the parking lot. When we read the key, it was Gillian's key.

Corrective action taken at the time of the incident
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Police were called

What we have done related to Customer Service and helping the resident, if anything?
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N/A We have been granted an eviction for this resident. As long as she doesn't appeal, we can file the writ on 8/3.

Witnesses names and phone number
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Mike Lang 215-778-8732 Earl Weldon 215-343-4500

Is criminal activity involved
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Yes

Criminal activity involved
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Theft

