

Date of Incident	07-27-2025
Prepared By	Melissa Verdon
Reviewed By	Incident Report was reviewed by John Samuel on 08-02-2025 at 02:35 AM.
Property	Gateway Towers
Time of Incident	17:42:00
Location of Incident	3600 Gateway Drive, Apt. 503

Report Last Updated By	Update Date
John Samuel	08-02-2025
Melissa Verdon	07-31-2025

Incident Type
Security
Description of Incident
At 5:42pm, TAS received a call from Ms. India Hudson asking to be let into her apartment because her key was not working for apt. A503. TAS had relayed the message to our on-call tech Jamo Oberlton. Jamo did not have access to the resident directory list, so he called his Asst. Supervisor Vincent Nelson to verify this person was a resident. Vince had responded to Jamo that she was a resident and to let her in. India had called again on July 28th, 2025 at 6:52pm to be let back in the apartment. Jamo was familiar with this person so he had informed Ed Parks, another tech who lived in the same building, to let her in the apartment. The next day, Robin received a phone call from Aarin Thompson, the resident from A503. He reported to Robin that maintenance had let someone into his apartment twice that was not on the lease and this person stole some items from his apartment. He did not specify the items stolen. He informed Robin that he will be in to speak with the manager. At this time, he has not been in the office to make a report.
Corrective action taken at the time of the incident
Spoke with all maintenance personnel to never let anyone into an apartment unless they are on the lease. We also showed all the techs how to access the resident directory on their phones.
What we have done related to Customer Service and helping the resident, if anything?
Witnesses names and phone number
Jamo Oberlton - 267-249-3780 Ed Parks - 215-892-4014 Vincent Nelson - 215-499-7977
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Aarin Thompson
Did this incident involve a Lindy team member?
Yes
Team Member Name
Jamo Oberlton, Vincent Nelson, and Ed Parks
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No

