

| | |
|-----------------------------|--|
| Date of Incident | 09-11-2024 |
| Prepared By | Nancy Benner |
| Reviewed By | Incident Report was reviewed by John Samuel on 09-13-2024 at 01:30 PM. |
| Property | 7400 Roosevelt |
| Time of Incident | 02:45:00 |
| Location of Incident | 7400 Roosevelt Boulevard Apt#E003 |

| Report Last Updated By | Update Date |
|-------------------------------|--------------------|
| John Samuel | 09-13-2024 |
| Nancy Benner | 09-12-2024 |

| Incident Type |
|--|
| Vendor Activity |
| Incident Type Category |
| Damage to Property |
| Description of Incident |
| <p>On Wednesday, September 11, 2024, Ms. Higginbotham-Hawkins, a resident of apartment E003, arrived at the community to collect some of her belongings. Upon arrival, she found contractors removing her personal items and disposing of them in the trash. She immediately came to the leasing office to report the situation, and Carlos Ortiz-Cordero identified the contractors as AMN Construction. Ms. Hawkins informed the contractors that she planned to return and that her belongings should not be removed. Upon hearing this, the contractors stopped and left the apartment.</p> |
| Corrective action taken at the time of the incident |
| <p>Carlos informed Nancy Benner and John Samuel of the situation. Nancy then contacted Simquetta, Brian, Paul, Dudlow, Mike, Miriam, and Henry. Miriam spoke with Dudlow, who explained that she had been instructed by Paul and Henry Gersh to remove all items from the unit and dispose of them in the dumpster so the unit could be painted. It was determined that no Lindy employee had assigned the unit for trash removal. Miriam was supposed to obtain a list of units from Simquetta but had not done so. Nancy and Paul spoke with Henry Gersh, who clarified that he had not instructed Miriam to remove anything from the unit. Nancy arranged a meeting with Paul, Miriam, and Dudlow for Thursday morning. The resident was informed that we are meeting with the contractors to determine what happened and will follow up after the meeting.</p> |
| What we have done related to Customer Service and helping the resident, if anything? |
| <p>The resident was informed that we would be meeting with the contractors to determine what occurred and that we would follow up afterward. We offered to have the contractors return the items, but the resident refused, stating they were contaminated after being placed in the dumpster. Nancy met with the resident, apologized for the situation, and requested a list and the value of the missing items. She also arranged for Miriam to meet with the resident at the apartment to discuss a solution.</p> |
| Witnesses names and phone number |
| <p>Carlos Cordero-Ortiz 267-738-3115 John Samuel 267-718-1370 Dudlow Blake 267-264-7180 Paul Oneto 267-431-5541 Michael Jacobas 215-990-3618 Sinquetta Lovett 267-301-0705 Henry Gersh 215-313-2705 Miriam Venegas 267-334-8392 Sydney Higginbotham-Hawkins 267-808-5822</p> |
| Was there security camera footage of this incident? |
| No |
| Link to security footage video in Box |
| http:// |
| Did this incident involve a resident? |
| Yes |
| Unit |
| E003 |
| Resident Name |
| Sydney Higginbotham-Hawkins |
| Did this incident involve a Lindy team member? |
| No |
| Did this incident involve a vendor? |
| Yes |
| Vendor Name |
| AMN Construction- Miriam Venegas 267-334-8392 |
| Should this incident be reported to the residents renters insurance policy? |
| Yes |
| What is the estimate of the loss? |
| Unknown |