

Date of Incident	09-13-2021
Prepared By	Nancy Benner
Reviewed By	Incident Report was reviewed by John Samuel on 09-15-2021 at 10:48 PM.
Property	7400 Roosevelt
Time of Incident	10:30:00
Location of Incident	7400 Roosevelt Boulevard Apartment A-106 Philadelphia Pa 19152

Description of Incident
Resident Amy Cruz and Felix Santiago-Graulau and family returned home to their apartment on Monday evening 9/13/21 around 10:30p they discovered a bullet hole on the side of their bedroom mirror and the wall of the bedroom. Ms. Cruz stated the bullet came from the apartment next to them from A104 through the wall into the bedroom head board. The resident stated they found the bullet right behind the bed. The resident Amy Cruz contacted the police and they went to 9359 Kruztown Road and they were questioned about the neighbors in A104 to see if they were aware of any previous domestic disputes and they provided statements of what they found. Ms. Cruz stated the man from A104 was detained for questioning. Ms. Cruz did not have a police report number.
Corrective action taken at the time of the incident
I contacted Regional Manager John Samuel and reported the incident, I also reached out to the resident to gather all the information and to discuss the possibility of a transfer to the Joshua House Community.
What we have done related to Customer Service and helping the resident, if anything?
I spoke with the resident and she explained what happened. She stated that she would like to be released from the lease agreement without penalty. She provided her request in writing. I asked Ms. Cruz if she would be interested in a transfer to Joshua House as we have a two bedroom coming available. We sent Ms. Cruz a video tour of a two bedroom and she said she would review it. I apologized that the incident occurred and thanked her for providing all of the information. She and her husband will make a decision and let me know on Weds 9/15/21. A104 was placed on non renewal.
Witnesses names and phone number
Amy Cruz and Felix Santiago-Graulau (267) 982-3107
Is criminal activity involved
Yes
Criminal activity involved
Discharge of a fire arm from apartment A104
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
Deanna Crawford 267-234-2144 Apartment A104
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

