

Date of Incident	10-13-2020
Prepared By	Amber Johnson
Property	Haverford Court
Time of Incident	02:15:00
Location of Incident	East building lobby

Description of Incident
At around 3:30 pm , 2 residents came to report that they received notifications that their packages had arrived but could not find them. I walked down to check the room and did not see them. W403 filed a report with Fed ex while I checked. Shortly after, W108 said his Amazon package was gone. I went back in the office to review the camera. At about 2:15, a man in tan pants, white shoes, plaid green jacket, grey t shirt and green fisherman's hat, walks through the lobby, looks around, and then pulls out a trash bag and takes to two packages. He then exits the front door, makes a right and walks toward Haverford and Malvern.
Corrective action taken at the time of the incident
I reviewed footage to determine if it was a resident , guest or stranger and determined it was a stranger and no one familiar. I then called Officer White, who came to review the footage and make a police report.
What we have done related to Customer Service and helping the resident, if anything?
I spoke with both residents and informed them that we take this issue seriously. I notified them when I was going to make the report and provided them with the dc numbers from Officer White so they can file insurance claims.
Witnesses names and phone number
Amber Johnson 215-356-4203
Is criminal activity involved
Yes
Criminal activity involved
Theft

