

<b>Date of Incident</b>	10-15-2024
<b>Prepared By</b>	Andrea Reusser
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 10-16-2024 at 05:19 PM.
<b>Property</b>	Elkins Park Terrace
<b>Time of Incident</b>	10:00:00
<b>Location of Incident</b>	Unit 27

<b>Report Last Updated By</b>	<b>Update Date</b>
Alison Snyder	10-16-2024
Andrea Reusser	10-16-2024

Incident Type
Misc.
Description of Incident
I learned around 10am that a resident had passed away at Elkins Park in an apartment. After reviewing camera footage, contacting the Cheltenham police and the Montgomery County Coroners office I was able to confirm the death of Joe Krause, resident of Apt 27. The police returned to Elkins at approximately 1:30 to secure items from the apartment. They removed two rifles in cases, several handgun cases and several cases of ammunition. I contacted the emergency contact and explained the processes, let her know the locks had been changed, how to contact me, and expressed my condolences. Though the cause of death is pending the coroner report, it is believed to be suicide and not believed to be any suspicious circumstances. There is no damage to the apartment.
Corrective action taken at the time of the incident
Apartment lock changed after police secured the scene.
What we have done related to Customer Service and helping the resident, if anything?
Contacted emergency contact, explained processes re: death certificate, will, etc.. Offered condolences for Joe's passing.
Witnesses names and phone number
None
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
27
Resident Name
Joe Krause
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No

