

Date of Incident	10-31-2023
Prepared By	Amber Johnson
Reviewed By	Incident Report was reviewed by John Samuel on 11-02-2023 at 03:01 PM.
Property	Academia Suites
Time of Incident	15:20:00
Location of Incident	Academia Suites Spencer Lobby

Report Last Updated By	Update Date
John Samuel	11-02-2023
Amber Johnson	11-02-2023

Incident Type
Criminal Activity Involved
Incident Type Category
Non-violent crime
Incident Type Sub-Category
Theft
Description of Incident
<p>Related to previous incident from 10/28 for stolen package. As Thomas and I reviewed cameras to look for the person that stole S209, Marlon Davis', package, I noticed a resident in a black and white jacket on the live view on camera in the 1st floor lobby in front of the elevator with a large box. When we entered the lobby, I saw a large package in front of the mail boxes. I continued to look for the Saturday footage. Once we went up to talk with the resident of S302 and she confirmed it was her daughter, at that moment, the daughter approached and it was the same person wearing the black and white jacket, carrying around 10 Shein packages. The mother asked where she had gotten the packages and she said they were just laying in the lobby. I realized they must have been in the large box I saw and I asked her where the box was. She said there was not a box. Thomas told her he and I both saw the box 20 min ago and knew the packages had to have been in the box. The mother yelled at her and she said she tossed the box behind the building by the benches. Thomas told her to get the box and she went down the stair tower. After a while, her mother went down because she was taking too long. The daughter returned first from the stairs and the mother came up the elevator back to the apartment. We checked the box and found the apartment number S410. We packed the Shein bags back in the box and Thomas had Charlesity send us the residents' number .We went to the 4th floor and knocked but she was not home. When we called, she answered and thanked us for recovering the package. She asked us to leave it in the leasing office, and she would pick it up later this week. She also mentioned that this was not the first time her packages were stolen from the lobby. Later when we spoke with Marlon Davis, the policeman, about his package, we did tell him about the recent theft.</p>
Corrective action taken at the time of the incident
<p>We were able to find the thief and recover the stolen Shein packages for S410. We contacted S410 and informed her and left the packages in the leasing office for her. We informed the police officer tenant of the situation. We placed resident on non renewal and also advised resident that his daughter is not welcome at Academia suites and if if any such incident occurs, we will involve police and send unit for eviction</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>We offered to keep the open packages in the leasing office</p>
Witnesses names and phone number
<p>Amber Johnson Thomas Neal</p>
Was there security camera footage of this incident?
<p>Yes</p>
Link to security footage video in Box
<p>http://</p>
Did this incident involve a resident?
<p>Yes</p>
Unit
<p>S302</p>
Resident Name
<p>Unknown daughter of resident Richard Dean, tenant</p>
Did this incident involve a Lindy team member?
<p>No</p>
Did this incident involve a vendor?
<p>No</p>