

Date of Incident	11-24-2020
Prepared By	Amber Johnson
Property	Haverford Court
Time of Incident	05:10:00
Location of Incident	Package Room

Description of Incident
Today, resident in W301 called about his package, saying it was delivered at 4:37 on 11/24 from UPS and that he didn't see it in the room. I reviewed the camera and saw that at 5:10 pm, a man followed a resident into the package room. He stood there while she got her package, then waited until she left to push the door closed. He then pulled out a yellow reusable bag and began to put packages in the bag. He filled the bag and then left the room and exited the building through the Malvern parking lot 2nd entrance
Corrective action taken at the time of the incident
Discovered the incident today. Reviewed the camera, called the police, notified the Regional Manager.
What we have done related to Customer Service and helping the resident, if anything?
Let resident know that missing package would need to be filed with UPS
Witnesses names and phone number
Amber Johnson- 215-356-4203
Is criminal activity involved
Yes
Criminal activity involved
Theft

