



Incident Report

Prepared By: Alison Snyder

Property: Warrington Crossings

Date of Incident: 12-09-2019

Time of Incident: 04:00:00

Location of Incident: Apt E09

Description of Incident: On Tuesday, December 10, Victor Roman I?? Apt E09 came to the office around 3:30pm and reported to Earl that a necklace was missing from his apartment. He said he didn?? want to accuse anyone, but maintenance and plumbers were in his apartment the day before. I spoke to Victor on Wednesday December 11 to go over the details of what occurred. He said he keeps the necklace on his high dresser in his master bedroom. The last time he recalls leaving it on the dresser was Sunday night when he took it off to take a shower. He discovered it was missing on Tuesday. He said he checked on the floor around the dresser and in the drawers to make sure it didn?? fall anywhere before notifying us, to which he said he did. I spoke with Kevin Kirn and Clester Bruce regarding the timing of when they were in the apartment with the plumbers. The plumbers arrived at approximately 3:15pm on Monday. Clester Bruce have 2 plumbers from Ben Manis plumbing access to the apartment. They entered the apartment and Clester called Kevin Kirn because Kevin is the one who addressed the leaking pipe when the call was originally placed. Kevin came to the apartment around 3:45pm. He showed the plumbers the leak in the hall bathroom. Clester and Kevin remained in the hallway outside the bathroom. Clearer and Kevin only entered the bedrooms to remove the smoke detectors above the doorways when the plumbers were using their torch to make the repair. Clester left the apartment at about 4:00pm to clock out for the day. Kevin remained with the plumbers after Clester left. The plumbers wrapped up their work around 4:30-4:45, at which point Victor arrived home around the same time. Victor offered them a drink and assisted Kevin on carrying out the space heaters he was temporarily provided. After speaking with the resident regarding the details of the issue, I notified Ben Manis of the issue as well.

Corrective action taken at the time of the incident: Wrote incident report, spoke with Kevin Kirn and Clester Bruce

What we have done related to Customer Service and helping the resident, if anything?:

Spoke with the resident regarding details of the event. Sympathized with him. Told him we are taking the matter seriously and investigating the incident. Explained to him that all of our staff goes through a background check, and that we have worked with our plumbing contractor for many years.

Witnesses names and phone number: N/A

Is criminal activity involved?: No