

<b>Date of Incident</b>	12-16-2020
<b>Prepared By</b>	Alison Snyder
<b>Property</b>	Park at Westminster
<b>Time of Incident</b>	04:20:00
<b>Location of Incident</b>	Valley Road Entrance closest to Street Road

Description of Incident
On 12/16/20, Gabriella Scherzer of Apt B38 called the office at 4:20pm and reported to Akira Jones that she was turning left into the parking lot from Valley Road when she lost control of her car (a 2006 Gold Acura RL) and it slid head on into the brick paver wall. The resident was able to move her car into a parking spot herself. Gabriella said she was not hurt.
Corrective action taken at the time of the incident
Akira called Bill Steever, maintenance supervisor, to take a look at the damage. Pictures of damage attached
What we have done related to Customer Service and helping the resident, if anything?
Akira followed up with Gabriella on 12/17 to see if she was ok. Gabriella said she is ok. Akira requested car insurance information and she would not provide it. Gabriella said to call her dad, John Scherzer, who is a co-signor on the lease and holder of the car insurance policy, for further information. Alison Snyder, Community Director, left a message for John on 12/17 to obtain the information. John's phone number-484-269-0811
Witnesses names and phone number
Gabriella Scherzer 610-850-5139
Is criminal activity involved
No
Was there security camera footage of this incident?
No
Link to security footage video in Box

