

INCIDENT REPORTS

Filing an **incident report** helps ensure the safety, well-being, and proper documentation of events that affect residents, staff, or property. Here's how the process typically works and what should be reported.

Complete an incident Report

- *An incident report is available* at our main office, *located at 65 Columbus Ave* or on *our website*

Complete the Report Promptly

- Include the following details:
 - **Date and time** of the incident
 - **Location**
 - **Individuals involved** (if known)
 - **Description** of what happened
 - **Names of any witnesses** (if applicable)
 - Your **contact information**
- Stick to **facts**—avoid opinions or assumptions.

Submit the Report

- Return the form to the PHA Main office, 65 Columbus Ave, by mail or by email.
- You may request a **copy for your records**.

Follow Up (if needed)

- You may be contacted by property management, security, or local authorities for more information.
- If you don't hear back and the issue is serious, follow up in writing.

Types of Incidents That Should Be Reported

You should report any incident that poses a risk to **health, safety, property, or policy compliance**, including:

Safety & Security Incidents

- Criminal activity (theft, assault, drug use/distribution)
- Suspicious behavior or trespassers
- Domestic violence or disputes
- Possession of illegal weapons
- Vandalism or destruction of property

Resident Behavior or Lease Violations

- Unauthorized occupants or guests
- Noise complaints or disturbances
- Threats, harassment, or intimidation
- Hoarding or unsanitary living conditions
- Pet Policy violations
- No Smoking Policy violations

Staff or Maintenance Concerns

- Improper conduct by staff or vendors
- Accidents or injuries on property
- Inadequate repairs or delays in emergency maintenance

Emergencies

- Call 911 first **if the incident involves immediate danger or crime**.