



## Incident Report

**Prepared By:** Stephen Cicala

**Property:** 450 Green Apartments

**Date of Incident:** 01-13-2020

**Time of Incident:** 09:30:00

**Location of Incident:** Q207 resident, Myka Doss, had an unauthorized occupant living in her apartment that she wanted removed that wouldn't leave.

**Description of Incident:** Myka contacted Norristown Police and they said they couldn't remove the occupant, Michael Taylor, from the apartment. When the police came to our leasing office, I asked if they can ask him to be removed. They said ok, but they can't physically remove him. If he doesn't leave on his own, we'll need to file for an eviction. Myself, Myka and both officers went to Q207 and asked Michael to leave. Michael left and we changed the locks so only Myka can enter the building and her apartment. Michael said he will need to come back to get his things.

**Corrective action taken at the time of the incident:** Q207 locks were changed.

**What we have done related to Customer Service and helping the resident, if anything?:** We helped the resident to have the unauthorized occupant removed from the apartment. He failed to leave when the resident asked him to leave.

**Witnesses names and phone number:** N/a

**Is criminal activity involved?:** No