

<b>Date of Incident</b>	01-20-2021
<b>Prepared By</b>	Nancy Benner
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 01-20-2021 at 04:49 PM.
<b>Property</b>	Joshua House
<b>Time of Incident</b>	11:30:00
<b>Location of Incident</b>	2607 Welsh Road Apartment L-308 L-Middle Building and A-Building Leasing Office

Description of Incident
<p>The resident from L208 called and spoke to Tonya Curtis letting Tonya know that the resident from L308 is throwing trash and furniture over the railing and on landing of the second floor and 1st floor. Tonya relayed the message to me Nilsa Reyes, and Nilsa called resident from L308 and tried to explain to the resident that she cannot throw trash/furniture out of her door into the common hallway and that it is a hazard. However, the resident did not want to hear what Nilsa was saying... she was yelling on the phone "I am cleaning my apt and your disturbing me" and Nilsa again told her that she cannot throw trash/furniture out into the hallway... she then started cursing on the phone and was irate and Nilsa hung up the phone. Soon after the resident from L308 Raihaanah Yazeed came up to the leasing office banging on the front door screaming while banging so hard on the door, she was cursing - she had Nilsa and Tonya concerned that she would break the door or the glass... while she was banging, she was cursing and telling the staff to come outside she wanted to physically fight - that lasted about 10 mins. 911 was called and police came out to L308 and then came up to leasing office, confirmed that the hallway is filled with her trash and furniture and they also confirmed that she is on medication. Officer advised that we have maintenance pick up trash / furniture if resident has not removed the trash/furniture by end of day. However, Officer suggested that not only that we take pictures but that we send two maintenance men just in case the resident assaults anyone. Maintenance went to the building around 4pm and the trash was all over the steps and hallway. Maintenance cleaned everything up and while doing so Raihaanah Yazeed resident of L308 came out of her apartment she was smiling and spoke to the temp Keith Heard and Henry Oates Maintenance tech and told them the office is not speaking to her because she's threatened to kill them.</p>
Corrective action taken at the time of the incident
<p>Police called - DC# 21-08-001881 (Officer Ortiz) Resident was called and informed that she could not throw her trash and furniture into the hallway. The police were also called because she became threatening Police called - DC# 21-08-001881 (Officer Ortiz)</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>Resident was called and informed that she could not put things into the hallway. The police were also called because she became threatening-Maintenance went to the building and cleaned up all the trash.</p>
Witnesses names and phone number
<p>Tonya Curtis 267-258-6927 Nilsa Reyes 215-528-7602 Patricia Grey Resident of L-208 267-897-4623 Gregg Galarza 267-546-7445 Resident of A301 Henry Oates Maintenance Tech 267-979-1460 Keith Heard Maintenance Temp 267-213-4659</p>
Is criminal activity involved
<p>Yes</p>
Criminal activity involved
<p>The police were called because Raihaanah Yazeed resident of L308 became threatening Police called</p>
Was there security camera footage of this incident?
<p>No</p>
Link to security footage video in Box
<p>http://</p>
Did this incident involve a resident?
<p>Yes</p>
Resident Name
<p>Raihaanah Yazeed L308</p>
Did this incident involve a Lindy team member?
<p>Yes</p>
Team Member Name
<p>Nilsa Reyes and Tonya Curtis</p>
Did this incident involve a vendor?
<p>No</p>

