

<b>Date of Incident</b>	01-21-2023
<b>Prepared By</b>	Lisa Shuler
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 01-24-2023 at 04:59 PM.
<b>Property</b>	Gateway Towers
<b>Time of Incident</b>	11:35:00
<b>Location of Incident</b>	C025

Incident Type
Misc.
Description of Incident
<p>A. Rivas came into the office inquiring about steps to vacate C025 due to domestic issues. Rivas was visibly upset and on his phone with a woman he identified as his mother. After discussing the process to vacate, Rivas left the office and returned more upset, smelling of marijuana and stating that his roommate Ebony Ballard would not allow him to take his belongings from the apartment. Rivas stated that he wanted the police involved and shared that he has a gun in the apartment. A woman identifying herself as Rivas' mother, called the office asking for intervention to prevent the situation from escalating due to the couple arguing. Assistant Director called police as well as the roommate Ebony Ballard, who did not answer. Assistant Director went to building to check for police arrival. Police did not arrive within 15 minutes. Ms. Ballard called the office saying she was too under the influence to discuss the situation and requested to be emailed. Rivas returned to the office requesting his lease for proof of address stating the police would not let him get belongings because his license didn't match the address. The lease was provided. Rivas left again then returned to the gallery for several hours stating that he was making sleeping arrangements for the night and would call the police back to get his belongings. Then stated that he was going in to get his things at 5:00pm after Ballard leaves the apartment. Rivas asked 2 trash bags to gather his belongings. An hour later Rivas submitted his key and written notice to vacate on 1-23-23 which was sent to AR. Ballard emailed that she also submitted her notice to vacate.</p>
Corrective action taken at the time of the incident
Called Police to 3800 Gateway Drive for a domestic dispute
What we have done related to Customer Service and helping the resident, if anything?
Called Police, called roommate, emailed roommate
Witnesses names and phone number
Carlos Cordero-Ortiz 215-463-5566 Office phone
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Alexander Rivas and Ebony Ballard
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

