

<b>Date of Incident</b>	02-10-2025
<b>Prepared By</b>	Andrea Reusser
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 02-11-2025 at 02:18 PM.
<b>Property</b>	Rosedale Court
<b>Time of Incident</b>	12:45:00
<b>Location of Incident</b>	Leasing office; building D D09, D05

<b>Report Last Updated By</b>	<b>Update Date</b>
Alison Snyder	02-11-2025
Andrea Reusser	02-10-2025

Incident Type
Misc.
Description of Incident
<p>At 12:45 pm today, resident of D09, Laurie Strunk knocked on my office door with an officer from Abington PD. She asked him to stay with her while she talked to me about a noise complaint from the night before. She reported that at 10:23 pm, D05 was being too loud and so she stomped 6 times really hard on the floor to make them be quiet. Then, the resident of D05, Margie Lindsay, came upstairs with a man and knocked repeatedly on her door. When Laurie opened the door, Margie began yelling at her, asking why she was stomping around, cursing at her and speaking to her in an inappropriate way. Laurie threatened to call the police, which Margie encouraged. The police were called and both parties were spoken too and warned by the police, instructed to speak to the property manager about the conflict. During the report in my office, Laurie grew very agitated, at one point clenching teeth and pounding on the table, saying no one could speak to her like that, she wasn't having it, she knew people were complaining about D05 all the time, she was sick, she couldn't have been making noise, she has a hurt hip so she couldn't be stomping around, it would break her hip, etc. At one point, after speaking with me and the police officer about whether any specific threats were made or if she felt unsafe, she began crying, slumped to the floor, curled in a ball and was crying /yelling, "I'm going to be hurt, no one will care." The police officer eventually was able to calm her down and get her to agree to go back to her apartment where a resource office from Abington PD would meet her.</p>
Corrective action taken at the time of the incident
<p>While in my office, I was able to gather information about the incident, agree that we don't condone or want residents approaching each other in the manner described and that I was sorry she had to experience that. I asked what she was hoping would happen, how I could help her, etc. She said she wanted Margie to move, or she wanted to move. She also wanted to press charges against Margie for harassment, which the officer suggested might backfire on her.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>She asked the police to call Margie and tell her to leave D09 alone. I let her know i would contact D05, speak with them, let them know the behavior wasn't acceptable, that there should be no more behavior of this type, and to stay away from D09 while we tried to work this out. I also instructed Laurie to leave D05 alone, and if there was noise or she felt unsafe in anyway to call the police. I gave the same instructions to D05</p>
Witnesses names and phone number
<p>Sunday Night - no names were given to me, however there is a police report. Today - Officer Brown, #4460 - report # 25-006039</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>Laurie Strunk D09, 570-269-0427 - Margie Lindsay D05 -267-625-0331</p>
Did this incident involve a Lindy team member?
<p>Yes</p>
Team Member Name
<p>Andrea Reusser</p>
Did this incident involve a vendor?
<p>No</p>
Should this incident be reported to the residents renters insurance policy?
<p>No</p>