



<b>Date of Incident</b>	02-10-2021
<b>Prepared By</b>	Laura Reed
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 02-12-2021 at 01:52 PM.
<b>Property</b>	York House (South)
<b>Time of Incident</b>	03:30:00
<b>Location of Incident</b>	The Concierge Desk at Yorkhouse South

Description of Incident
<p>On 2/10/2021 around 3:30pm, Dominique, the front desk personal came into the office visibly upset. She said there was a resident at the front desk that was getting out of control. Dominique said the resident was upsetting her. When I went to the front desk, Jenni Paul, the resident at 1117, Erica, the leasing agent and Marquisha the leasing agent were at the front desk. Tension was high and everyone was talking very loudly. Words were exchanged between Jenni and Erica about cars parking in the front oval. Dominique said, Jenni was telling her how to do her job and she knew what she was doing and Jenni had tried to come into the back hallway. Employees asked Jenni not to get into the back room. Jenni accused that the staff was very unprofessional; except Marquisha. And also Erica and Dominique were racist and they were extremely rude and unprofessional. At this point I was already around the concierge desk and telling Jeni to follow me. I led her to the elevators and asked her to go upstairs and go to her apartment. We would discuss this tomorrow when things cooled down. Jenni kept saying she had every legal right to call the police because Dominique had threatened her. I told her she could do what she wished but I we would discuss this tomorrow. Erica and Marquisha had taken Dominique back into the office. Dominique was crying and upset.</p>
Corrective action taken at the time of the incident
<p>The situation was highly emotional and tense. I diffused the situation by separating the two individuals involved.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>The meeting that Jenni was requesting that Dominique schedule was scheduled and I met with Jenni. I listened to her side of the story and allowed her to be heard. She requested that the information she submitted by email be attached to the statement. I told her a report of the incident would be forwarded to the proper people.</p>
Witnesses names and phone number
<p>Jenni Paul 347-707-9287 Laura Reed 215-329-3595 Dominique 215-329-3595 Erika 215-329-3595 Marquisha 215-329-3595</p>
Is criminal activity involved
<p>No</p>
Was there security camera footage of this incident?
<p>Yes</p>
Link to security footage video in Box
<p>http://</p>
Did this incident involve a resident?
<p>Yes</p>
Resident Name
<p>Jenni Paul 347-707-9287</p>
Did this incident involve a Lindy team member?
<p>Yes</p>
Team Member Name
<p>Dominique 215-329-3595</p>
Did this incident involve a vendor?
<p>No</p>