

Date of Incident	02-21-2026
Prepared By	Anabel Guzman
Reviewed By	Incident Report was reviewed by Anabel Guzman on 02-26-2026 at 11:09 AM.
Property	York North (YONO)
Time of Incident	00:12:05
Location of Incident	1320 W. Smerville Avenue At the Leasing Office Philadelphia Pa. 19141

Report Last Updated By	Update Date
Anabel Guzman	02-26-2026
Anabel Guzman	02-25-2026

Incident Type

Criminal Activity Involved

Incident Type Category

Non-violent crime

Description of Incident

On Saturday, 02/21 at approximately 12:05 PM, the resident entered the leasing office stating that Salfaya Sweets had submitted multiple work orders regarding her kitchen sink being clogged and repeatedly backing up. Salfaya Sweets stated she originally submitted a work order on Thursday. The reporting staff member entered another work order at her request. Immediately after, the resident became verbally aggressive, yelling, using profanity, and slamming doors on the first floor. Salfaya Sweets stated that she did not want to pay rent and demanded compensation for the inconvenience. The staff member explained that rent-related matters would need to be discussed with Anabel on Monday, as those decisions were not within her authority. The resident became increasingly agitated, yelling, "I need to wait until f***ing Monday?" The staff member clarified that the work order had already been entered and that only rent-related concerns would need to be addressed by management. The resident exited the office but returned approximately three minutes later demanding Anabel's phone number. She was provided a business card; however, the number listed was the York Houses office number, not a direct line. The resident then contacted Charlesity by phone and was heard yelling and using profanity toward her as well. Upon exiting the building, the resident slammed multiple doors and threw decorative plants located near the lobby water fountain onto the floor, causing disruption in the common area. Per instruction from Supervisor John, police were contacted. The police were called three times before response was received. Officers arrived and a DC number was obtained. Police cleared the scene at approximately 5:15 PM. Maintenance Technician Dante responded to the unit to address the sink issue. He attempted to plunge the sink and determined that the issue was more extensive than anticipated and that a plumber would be required. The resident did not display aggression toward Maintenance and appeared cooperative during his visit

Corrective action taken at the time of the incident

After police cleared the scene, while an applicant was present in the leasing office, the resident returned again yelling and using profanity, stating that Maintenance had not returned and that her door had been left open while he was attempting to locate a part. Approximately three minutes later, Maintenance returned to the lobby to meet with the resident, at which point she appeared calm and spoke normally.

What we have done related to Customer Service and helping the resident, if anything?

We reached out to the plumber Ben manis they are scheduled for 2.24.26 before 5pm.

Witnesses names and phone number

Apt . 804 Glenwood Dennis 215.279.1080

Was there security camera footage of this incident?

Yes

Link to security footage video in Box

http://

Did this incident involve a resident?

Yes

Unit

0102

Resident Name

Salfaya Sweets

Did this incident involve a Lindy team member?

Yes

Team Member Name

Nicole Plafker

Did this incident involve a vendor?

No

Should this incident be reported to the residents renters insurance policy?

No