



<b>Date of Incident</b>	03-16-2022
<b>Prepared By</b>	Marva Brown
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 03-17-2022 at 09:31 PM.
<b>Property</b>	Enclaves
<b>Time of Incident</b>	14:45:00
<b>Location of Incident</b>	Enclaves lobby --3900 Gateway Drive, Philadelphia, PA 19145

Description of Incident
On Wednesday, march 16th at approximately 2:45pm Kelly Nguyen of apt 3938B3 came to the office with an unidentified male. Ms. Nguyen demanded to know why her vehicle had been towed. As Janice spoke with Kelly the man with her began using profanity and yelling at Janice. He demanded she call ever maintenance technician to the office immediately. When I came out to the lobby to explain that the vehicle had been towed because there was no parking decal and the vehicle was also blocking a handicap space, the man became even louder and used more profanity. I backed away as I was uncomfortable with how aggressive he was behaving. He then told Ms. Nguyen it was time to, "start popping or bopping some heads." I am not certain of what exactly he said, but I became afraid for my safety as they were both crowding me. At that point I said the conversation was over and stepped into the office. The man very aggressively grabbed the door and wedged his foot in the door jam. He and Kelly Nguyen proceeded to shout profanities at me. I called the police and filed a report.
Corrective action taken at the time of the incident
The police were called. I will obtain DC number tomorrow.
What we have done related to Customer Service and helping the resident, if anything?
The resident's account was listed for non-renewal. The resident was also sent a letter prohibiting her guest from the office and all property amenities.
Witnesses names and phone number
Janice Haldeman, Robin Morrison, Marva Brown, Fred Attanasio
Is criminal activity involved
No
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
Kelly Nguyen
Did this incident involve a Lindy team member?
Yes
Team Member Name
Janice Haldeman, Marva Brown
Did this incident involve a vendor?
No