

<b>Date of Incident</b>	03-27-2023
<b>Prepared By</b>	Amber Johnson
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 03-29-2023 at 06:42 PM.
<b>Property</b>	York North (YONO)
<b>Time of Incident</b>	09:30:00
<b>Location of Incident</b>	Yono Lobby/Leasing office

Incident Type
Misc.
Description of Incident
<p>Residents ' car was towed 2nd time. She was parked in the blue striped area which is not a parking spot. The Building monitor saw the car the several nights ago and took a photo and sent it to Management. George Smith Towing came on Sunday and towed the car. Resident, Amanda, came to the office on 3/27/23 and said that she had a parking pass and should not have been towed. I asked her where she was parked and she said she was parked in the stripped blue area. I explained that the area was not a spot and was sectioned off for handicap mobility. She said it was her birthday and that it was not fair and that she should have not been towed. I tried to explain why it was not a spot and why the car was most likely towed, and she proceed to go off, screaming. I kept quiet and said she could try to give George Smith a call. She exploded, saying she wanted to talk to John Samuel and continued to scream. I said ok, and I gave her John's email, telling her to email him and ask him to give her a return call, as he was in the Monday morning Regional Manager's meeting. She asked for his number, and I said she could call the Corporate number and they would forward the call to him, as there was not a direct number I could give her. She then walked away screaming, saying she was going to call the news and call L and I. She said I was a liar and that he wasn't in a meeting and that I refused to give her the number. Then she said I was rude and mean and that I don't help people and I am ignorant and a big fat Bitch. I sat in my office as she continued screaming and telling Thomas she knows everyone hates me and my coworkers hate me and I'm a big Bitch. She yelled saying I have no empathy or sympathy and that I'm nonchalant and no one wants to work with a fat Bitch. As this was happening, I sat in my office making a memo of the incident and what she was saying. I put the account on non-renew and called John and told him what was happening. He said to call the police and I pressed the panic button. No one came. She continued to scream in the lobby saying she was going to keep people from moving in , and she was going to get her mom and come up here. She said that she bet I wouldn't "act this way if someone knocked me the fuck out" I was confused, because before she started yelling, she said that she was not mad at me, just the situation and that she knows I've always been nice to her and I try to help her when she had a problem in the past. I waited, but the police still never showed. Around 11:56 am, Amanda came back into the lobby from outside and screamed "fat ass" at me and kept walking as I was sitting in my office meeting with Shawn.</p>
Corrective action taken at the time of the incident
<p>I attempted to explain the parking policy and offer to give her the George smith towing number. I gave her John Samuel's email. I removed myself from the dynamic once she exploded and said nothing further to her. After speaking with John, he advised the account be placed on non-renew.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>I tried, but she didn't want my help at that point so, I put distance between us and stay quiet in my office.</p>
Witnesses names and phone number
<p>Thomas Neal, Shawn Hargett</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>
Unit
<p>0310</p>
Resident Name
<p>Amanda Wood</p>
Did this incident involve a Lindy team member?
<p>Yes</p>
Team Member Name
<p>Amber Johnson</p>
Did this incident involve a vendor?
<p>No</p>

