

<b>Date of Incident</b>	06-16-2025
<b>Prepared By</b>	Sharon Waples
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 06-18-2025 at 01:59 PM.
<b>Property</b>	Haverford Court
<b>Time of Incident</b>	03:45:00
<b>Location of Incident</b>	Rental Office and Lobby

<b>Report Last Updated By</b>	<b>Update Date</b>
John Samuel	06-18-2025
Sharon Waples	06-17-2025

<b>Incident Type</b>
Misc.

#### **Description of Incident**

On Monday June 16,2025, the resident in E313 came to the office still upset about her car almost getting towed by George Smith Towing due to expired temporary parking permit. The resident wanted to know who she needed to speak to about the tow cost, which was \$200.00 and the ticket that she received from PPA for \$26.00. She also wanted to know why the ticket was not on her car but was handed to her by the tow driver. I explained that she would need to contact George Smith Towing and ask why the ticket was not on her car. The resident wanted to know where the ticket came from and I said that PPA gave the ticket. The resident proceeded to call me a liar. I told her that I was in the parking lot talking to the tow driver earlier in the day when PPA was writing out the ticket. The resident again called me a liar and said that I was not out there. I tried to explain that I was out there before her. The resident was now yelling and calling me a liar. At this point I asked the resident to leave the office. The resident refused. I kept telling her to leave the office and she kept refusing. During this time there were residents in the lobby including the building monitor Ms.Kay. After a while I called the police and explained that an angry resident was in my office and I needed them removed. The police officer on the call took my information and said that an officer will be out. Once I got off the call, the resident was still in the office yelling at me and saying that she was not leaving. Ms.Kay at one point came in the office to add a the resident in W217 to the extermination list. I followed Ms.Kay to the back office and was in talking to her about W217's extermination issue when the resident in E313 left the front office where she was sitting and starting yelling at Ms.Kay and I saying that we were talking about her behind her back. Ms.Kay and I both said that we were not talking about her. At this point a I again told her to leave my office. Some words were exchanged and both of our voices were raised. Ms.Kay got in between both myself and the resident before it got physical. However, the resident did make some threats towards me that she would put her hands on me. By now multiple residents were in the lobby and heard and saw the commotion. Ron, the maintenance supervisor came in the office to see what was going on and tried to calm the situation. While Ron talked to the resident, I stepped outside and called John Samuel's the Regional Manager. I explained what currently happened and how it stemmed from the tow that morning. I also explained that I called the police. Once I came back in the building, I was stopped by the residents from E108 and E106. The resident in E106 tells me that the resident in E313 threatened her. The resident in E313 thought the resident in E106 was talking about her. The resident in E106 told the other resident that she was not talking about her. Things escalated and the resident in E313 threatened that she was going to get something for the resident in E106. The resident in E106 took that as a threat of violence and informed the resident that she has a license to carry. The resident in E313 went up to her apartment in the elevator leaving the resident in E106 in the lobby. The police arrived a few minutes later. There were 4 cops in total and they took my statement, the resident is n E313's, the resident in E106's and the building monitors. The police gave each of us a DC number. DC#25-19-040500

#### **Corrective action taken at the time of the incident**

We have reached out to Cohens office to send a notice to vacate in 10 days and asking to E313. We also asked the letter to state that she is not allowed back in office.

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

NA

#### **Witnesses names and phone number**

Kay Mitchell-(267)210-5393 Ron Francis-(267)673-5393 Sharon Waples-(267)437-0086 Erin Johnson-White-(215)500-6073 Kevin Coleman-(215)930-3550

#### **Was there security camera footage of this incident?**

No

#### **Link to security footage video in Box**

http://

#### **Did this incident involve a resident?**

Yes

#### **Unit**

E313

#### **Resident Name**

Cassandra Alcock Thomas

#### **Did this incident involve a Lindy team member?**

Yes

#### **Team Member Name**

Sharon Waples

#### **Did this incident involve a vendor?**

No

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

No

