



Incident Report

Prepared By: Alison Snyder

Property: Park at Westminster

Date of Incident: 06-15-2019

Time of Incident: 10:00:00

Location of Incident: Park at Westminster Abbey Building

Description of Incident: 6/15/19 Linda Encarnacion of Apt A24 brought a letter (letter 1 of the attached) to the office that was delivered to her door where it threatened that someone would spray roundup on the plants on her balcony. She did not know who did it. She indicated that she would be placing a response letter in the lobby of the building, to which I advised her that letters of such a nature were not permitted to hung in the lobby and if she felt unsafe, this should be handled as a police matter. 6/17/19 Linda from A24 posted her response (letter 2 of the attached) in the lobby. 6/18/19 Linda came back to the office to report that the resident had left letter 3 of the attached at her door. She went to the police station to file a police report. Katelyn Russell was walking through the lobby and found letters 2 and 3 posted in the lobby and removed them. Officer Heckman from the police department contacted the leasing office to discuss the matter. The police department asked that if we found who the person was, to provide them with the information. Katelyn and Mike Lang reviewed the surveillance tape for the lobby and found that the resident who posted letter 3 was Michael Smith from Apt A43. Mike called Alison to notify her of the incident. Because Alison was off, she gave Mike Lang permission to meet with Michael to go over the incidents and notify him that this was now a police matter, and that he should not post any more letters or notices in the building. They met to go over all of this. Michael asked how we knew it was him and we reminded him that there are cameras in the lobby. 6/19/19 Michael Smith posted letter 4 in the hallway of the second floor on the mirror next to the elevator. He also sent letter 5 (with a copy of letter 4) to Mike Lang in the office. Katelyn was able to remove the letter from the 2nd floor hallway before Linda saw it. Alison contacted Michael immediately-see more detail below under corrective action.

Corrective action taken at the time of the incident: Mike met with Michael Smith of Apt A43 on 6/18 and advised him to cease sending letters immediately. Cooperated with police in providing them the requested resident contact information for Michael. Alison called Michael Smith and advised him that harassing residents is not permitted and what a serious matter it is that we are dealing with. Advised him that he needs to stop sending threatening letters and that we would be consulting with our attorney for the next step. Michael said what a good resident he has been for 5 years and asked Alison to put an email in writing stating that I was threatening to terminate his lease.

What we have done related to Customer Service and helping the resident, if anything?:
Contacting attorney to advise next step

Witnesses names and phone number: Linda Encarnacion (267) 496-7939 Michael Smith (215) 688-6397

