



<b>Date of Incident</b>	06-20-2020
<b>Prepared By</b>	Kaitlin Benner
<b>Property</b>	York North (YONO)
<b>Time of Incident</b>	12:00:00
<b>Location of Incident</b>	Lobby of YONO and behind front desk

#### Description of Incident

Saleesha who was onsite provided this account of the incident: Good Afternoon Kaitlin, I hope this email finds you well. Please find below an incident report for this morning: Around 12:20pm today, a resident that was moving in came in to ask the concierge on duty, Shawnett Hoskins, to help them with a woman (young, African American, short dark brown/black hair, blue plaid short sleeve shirt, blue skinny jeans, and a black pocketbook) who had crawled under their car. Shawnett was able to coax the woman out from under the car. The woman was under the influence of drugs and she started to follow Shawnett, and she did not respond to our requests for her to leave the property. Both Shawnett and I tried to get the woman to leave but she continued to walk into the building. There were a couple of residents waiting for the elevator, including the resident of 816's mother. Shawnett asked me to call the police, and as I was dialing, the woman grabbed 816's mother's hair. Shawnett got the woman to let go and tried to steer her away but she came behind the front desk. The woman tried to sit down in an office chair but she fell down and stayed on the floor. The police were called at 12:32pm and I also reached out to Lakisha. Lakisha came up and she was able to get the woman to stand up and leave. We are currently waiting on the police to arrive to give a statement (1:15pm). The resident of 816 and her mother stayed in the lobby to wait for the police but decided to go upstairs with a request to call them when the police did arrive. I heard the resident of 511, Nyra Williams, mention that she had seen this woman get picked up by the police before around the side of the building. The police never arrived by the time I clocked out.

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

Lakisha coaxed the woman out of the building and the police were called

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

Stayed in lobby until it was confirmed the woman was gone, offered to call the resident down when the police finally arrived

#### Witnesses names and phone number

Saleesha sin : (215) 668-9817 Lakisha Tinsley: (215) 356-4522

#### Is criminal activity involved

No

