



Date of Incident	06-30-2022
Prepared By	Nilsa Reyes
Reviewed By	The Incident Report was Not reviewed.
Property	Joshua House
Time of Incident	04:30:00
Location of Incident	2607 Welsh Road Apt H102 Philadelphia PA

Incident Type
Misc.
Description of Incident
<p>Carlos was doing unit inspections thru out the property and accidentally went to the wrong building and apt. Carlos, not realizing that he is in the wrong building found apt 102 he started knocking and no one answered - Carlos unlocked the door and was approached by H102 resident, Richard Loos, Jr. who was in the apt. at that point Carlos realized that it he had the wrong apartment. Resident from H102 was home (Richard Loos, Jr) and Carlos was approached and threaten by Richard, stating that he was going to cause physical harm using profanities as well as stated that he would put Carlos 6ft under... the resident did not understand why Carlos was opening his door however even after Carlos tried to explain that he had the wrong building the resident was highly agitated and irate and was not listening to what Carlos was trying to explain . Carlos proceeds to give Nilsa a call and explain what had happened and as he was coming back to the office Richard was following him yelling profanities at him. Carlos asked that he not come into the leasing office in the state that he was in. Richard refused to listen to the request and barged into the office still yelling profanities. Nilsa tried to talk to Richard but to no avail, he too threatens Nilsa and the other staff in the office... Richard was not listening to what Nilsa was asking of him and Richard then was asked to leave the office and his response was "make me". Nilsa informed Richard the police was called, and he was not fazed... however with no warning he walked out of the office.</p>
Corrective action taken at the time of the incident
Police were called - Dc# 22-08-019755 Nilsa also called John Samuel to inform of incident. We will contact legal counsel to send a letter to the resident and consider non-renewing.
What we have done related to Customer Service and helping the resident, if anything?
Resident was not open to discussing the matter
Witnesses names and phone number
Niisa, Carlos & Anabel
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
Richard Loos, Jr
Did this incident involve a Lindy team member?
Yes
Team Member Name
Carlos Cordero
Did this incident involve a vendor?
No