



Date of Incident	07-05-2023
Prepared By	Joseph Cooper
Reviewed By	Incident Report was reviewed by Alison Snyder on 07-06-2023 at 03:38 PM.
Property	Willow Bend
Time of Incident	09:30:00
Location of Incident	Building B parking lot

Incident Type
Misc.
Description of Incident
My technician Owen was approached by a person that was having their car towed by our towing company. This individual began to accuse Owen that he had called the cops for the car (he had not) then began threatening Owen that if we ever tow their car again they would attack him for it.
Corrective action taken at the time of the incident
Owen walked away from the person and contacted Doris and Myself. It was determined that the individual was a guest of Apt A304, Rashana Griggs. Doris spoke to her to discuss with the incident that took place with her guest. I informed her Owen did not call the police and to have her guest's vehicle towed. I explained to her George's Towing Company is authorized by Lindy to remove vehicles that are in violation 365 days of the year/24 hours of the day. I also stated several notices were sent out by eblast and hand delivered to everyone's apartment door to ensure the notification was received. The vehicle was towed because she did not have a parking permit.
What we have done related to Customer Service and helping the resident, if anything?
N/a
Witnesses names and phone number
Owen Barrett 215-852-3545
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
Yes
Team Member Name
Owen Barrett
Did this incident involve a vendor?
No

