

Date of Incident	07-13-2022
Prepared By	Felicia Howell
Reviewed By	Incident Report was reviewed by Alison Snyder on 07-13-2022 at 08:37 PM.
Property	Regency House
Time of Incident	10:00:00
Location of Incident	Regency House Building 6339

Incident Type
Misc.
Description of Incident
<p>On 7/6/22 at 5:20am, Jermaine Newell (on call maintenance) received a call from the answering service, stating that the police were on-site for resident Jeffrey Morehead that resides in 6339-2. The police stated that Jeffrey was locked out of his home, with no clothes on. When Jermaine arrived on-site, the resident was already inside his home. On that same day, another resident informed Jermaine that Jeffrey is hanging out in the vestibule and outside his apartment with no clothes on. Felicia Howell, Community Director, called the crisis center for assistance with the resident. They met with the resident and provided him resources in case he needed them. On 7/12/22 Asia Fields, a resident that lives in the same building, called to inform Cianni Hudson, our leasing agent, that Jeffrey leaves his door open and ajar wearing no clothes inside his home. On 7/13/22, maintenance noticed all the fire extinguishers were moved from the hallways of building 6339. Another resident, Christopher Parks, called the office around the same time to report that when he and his daughter came home this morning at 1:00am, Jeffrey was sitting outside the apartment naked, playing with 3 cats. Felicia contacted the crisis center and went to the apartment with Alison Snyder, Regional Manager, to meet them. While waiting for them to arrive, Felicia spoke with Jeffrey. He would not let her into the apartment because he said he needed to clean up. She asked if he had been outside naked, to which he said no. The resident removed all of his blinds. When I asked where they were, Jeffrey said he tore them all down because there was not enough sunlight coming through. I asked if he touched the fire extinguishers and he said he did that because they are outdated. I explained he is not allowed to touch them unless there was an emergency that he needed them for. While speaking with him at the window, I noticed that he has paint all over his apartment, blinds removed, and the kitchen faucet appeared loose. When the crisis center arrived, Jeffrey denied help so they said there was no more they could do. The crisis center said that the police need someone to petition to have him see a medical professional. When I tried to contact the police, they referred us back to a crisis center, stating that we need to go to Temple Hospital to obtain paperwork. We did not proceed in this way.</p>
Corrective action taken at the time of the incident
<p>Spoke with the resident and advised him that he cannot touch the fire extinguishers. There are a few maintenance items that need to be addressed, which we will provide notice for since he would not allow us access. I have attempted to contact Jeffrey's emergency contact multiple times, however I have left messages on vm with no call back yet. Due to safety and maintenance concerns, and inability to get resident help, we will be contacting Cohen for next steps to remove him from the apartment.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>We have assured the residents that have called in to complain that we are aware of the matter and working on it.</p>
Witnesses names and phone number
<p>Asia Fields (910) 386-3307 Christopher Parks(267) 582-7131 Jermaine Newell 215-356-4522 Alison Snyder 267-973-0020</p>
Was there security camera footage of this incident?
<p>No</p>
Link to security footage video in Box
<p>http://</p>
Did this incident involve a resident?
<p>Yes</p>
Resident Name
<p>Jeffrey Morehead</p>
Did this incident involve a Lindy team member?
<p>No</p>
Did this incident involve a vendor?
<p>No</p>

