



Date of Incident	07-25-2022
Prepared By	Amber Johnson
Reviewed By	Incident Report was reviewed by John Samuel on 07-30-2022 at 01:45 PM.
Property	Academia Suites
Time of Incident	01:00:00
Location of Incident	Academia Suites Office, unit S409

Incident Type
Criminal Activity Involved
Incident Type Category
Non-violent crime
Incident Type Sub-Category
Theft
Description of Incident

On Monday, 7/25/2022, I received a text John at 7:03 am asking me to check in with Shanika when I came in because he had received several emails and calls on Saturday saying that tours were at Academia, but no one was there. I told him I would check in. When I arrived, I went to the Academia office to see Shanika. I noticed that the door was locked, and the blinds were closed. When I asked her about how Saturday went, she said she had a move in, tours and was giving out parking passes. She told me that she come in at 9:05 am but didn't punch in and that she left at 5:00pm. She then said to me that she didn't know the phones didn't ring on Sunday because she came in. I asked her why she was in on a day she was not scheduled since we worked out her to be off on Sundays and Wednesday. She said she came in to give out parking passes. I told her that she couldn't make up her own schedule and that she had to stick to her assigned schedule, and she said ok. I went back to Yono to do payroll and found that she only clocked out on Saturday at 5:16 pm and on Sunday clocked in from 11:14am to 5:20 pm. When John, came by my office around 11:30 ish, I told her about the additional clock in and he showed me the complaints from the missed tours. He suggested we go over and look at the cameras and I agreed and said we should also look at Sunday because it was suspicious. We went over and John asked Shanika to take lunch. We looked at the camera for Saturday and saw that she did not enter the office until about 10 am, in which several tours were waiting. She showed the tours, helped a move in and did a parking pass registration. At about 11:05 am, she gathered her things and left the office. She did not return into the office until after 5:00 pm, in which she took some snacks, stacked some papers and clocked out at 5:16pm. On Sunday, she entered the office at 11:14 am with a woman in full Chador religious garb. Shanika took some items out of the drawer and then left the office, leaving the woman alone in the office for 5-6 hrs. The woman took a nap, took selfies, danced, and talked on the phone. She turned off the lights and at around 5:00, the door can be seen opening and Shanika came in to clock out. John called Janice Gregg to let her know what happened and she said to talk to Shanika. I reminded John that on Thursday, 7/21, Shanika came to fill out her application for an employee apartment, S409 and that she was supposed to take possession on 7/25. I told him that she gave me her application and deposit but had not yet signed a lease because I had to set up the employee lease and get her renters insurance and we were to do that on Monday. (In the previous week (7/19) Shanika asked about an employee apartment. I told her the process and John told her she needed to put the request in writing. I heard back from John on 7/20 saying the request was approved and that she would get a 10% discount. Once approved, I proceeded to let Shanika know.) John called Janice back about the apartment and she said to check the unit. Shanika came back from lunch and John and I walked across the parking lot. When we went to S409, John went to knock on the door and we heard a man's voice in the apartment. He was on the phone saying to someone that he would meet them and that he was getting up and putting on clothes to come out. We immediately left and went back to the Spencer camera room and met Shawn. About 15-20 min later, John and Shawn went back up to the unit to talk to the person. John told me to walk back to the office. I walked outside and was in middle of the parking lot when a young woman walked past me, on speaker phone with Shanika, saying that some random people came to the apartment and it was an Indian man. Moments later, John and Shawn walked over to me to tell me that the woman said they had subleased the apartment from the "manager" and that they paid her \$2500.00. John said it was time to confront Shanika. We entered the Godfrey building and Shanika was at the top of the stairs. John told her to come into the office and asked her about the apartment. She maintained that the apartment was for her. When John told her of the people and what they said, she said they were lying and that it was only her apartment and that the people were brother and brother's girlfriend. She claimed they came to help her move and that she did not rent to them, and they didn't live there. She said she didn't know why "that girl" would say those things and that she didn't really know her. When confronted about leaving on Saturday, she claimed she was walking the property. When confronted about having a stranger in the office on Sunday, she claimed she "placed" her there to answer phones. She did not see anything wrong with a non-employee having access to the office since the woman did not have computer access. She never disclosed who the woman was, but it was clear it was not the same women who was in the unit. John stepped out to call Janice and came back in to let her know she was terminated and to gather her things and leave the site. She asked if she could still have the apartment and John said no. She packed up, gave her keys to us, and left. As I proceeded to start making new master keys, Shawn and I witnessed Shanika passing the young woman in question in the parking lot and they stopped and talked. Then the woman came back into Godfrey and tried to come in and talk to us. Shawn stopped her at the office door, and we could hear her say that she never said she lived there and that it was Shanika's apartment. When Shawn didn't let her in, she left. We made an inhibit and prepared to put it in the doors. Shanika called corporate back and asked when she had to be out of the unit and was told immediately. She then told John she would have a truck ready to remove her stuff by 11:00 am on Tuesday, 7/26. On Tuesday, 7/26, Shawn went over in the morning to see if the people were there. He ran into the man staying there and asked when the truck was coming. The man told Shawn he didn't know anything about a truck and that he had not talked to Shanika and that he wasn't leaving until he got his money back. They proceeded to call the office for several hours, harassing the staff. John called me saying he wanted to call Shanika and had me on the phone to witness, but she did not answer or accept the call. At about 3:00, I spoke with John, and he said to proceed calling the police. I called 911 at 3:24pm and explained the situation. Shawn met me at Academia, and we waited unit 5:20pm, but the police did not. The man and woman did not come over to the office. I emailed Andrea, John and Janice Gregg, asking for assistance on what to do legally and how we could get the people out of the unit. Andrea called me and said Cohen was in California, but she would find out. She called back and told me that Cohen said the 1st step would be to try to see if they people would be willing to legally apply for the apartment. ----- On Wed, 7/27, Shawn went over with Tyreek and Mike. Temp Shana was in the office. The man and woman both came over and started shouting at Shana and staff, saying they wanted their money, and they weren't going anywhere. When they left and got in the car, Shawn called me (as John and I were at Yono) and said they left. John suggested we reprogram the lock. Tyreek and Mike went over to do that but found that the lock was defective, which is why the inhibit key did not work. They took a new lock I had previously programmed for a storage room with master setting and installed that on the door, successfully locking the people out. Later, when the people came back, they called the office repeatedly, asking someone to let them in, in which staff replied we could not. They did not come to the office. ----- On Thursday, 7/28, I went over to Academia in the morning to meet Shana and John and prepare for Brian's visit. Sometime before 11:00 am the people came to the office, following a resident in the door of Godfrey. They came in screaming saying they needed to talk to a manager and that they were being locked out. They demanded to speak to "someone named Amber." They said they signed a lease and that Amber had approved it. They handed the papers to Shana and she told them to bring their voices down so we could try to help them. I asked to look at the papers and the woman asked if I was Amber. When I said yes, she started yelling at me that I approved the lease and she doesn't understand why this was happening. I told her that I did not approve any lease, that I didn't even know who she was. She then told me that Shanika had told her I approved it and even send her a picture. She then pulled up on her phone a photo of me sitting at my Yono desk on 7/21, approving move in files for Yono moves in for AR, saying Shanika had given her my name and sent her the photos of me. That day, I had given Shanika the application and was doing my work while she stood in my office filling it out. I did not see her taking photos of me. I told her I approved no such paperwork and that the lease in her hand was not a Lindy approved lease, that we had no approved paperwork for them and that Shanika had no signed documents or rights to that apartment. Shana and I then both explained the application process and offered to try to get them qualified per what Cohen said. The woman agreed, saying she was the one working at the airport and had stubs. I gave her a hard copy application, highlighted everything they would need and told her to bring it back to get the process started. They asked about the money and I told them I did not have it, I didn't know where it or Shanika was and that our Lawyers were handling the situation. They agreed to apply and said thank you calmly. They then left and I left at 5:00pm. At about 6:37, Shana texted John and I to say the young man, named Saiheed, had come back after office hours with his uncle, threatening to sue and that they were going to get the stuff out of the unit one way or the other. The uncle said they would not apply and were not going to give us anything else because they had signed a lease. Shane explained again that the lease was not a valid Lindy lease. A resident walked in and Shana stopped to help them. When the resident left, Shana rushed and locked herself in the office. The uncle proceeded to start banging on the door, screaming, calling her foul names and saying they would be back. After about 20 or so minutes, Shana said she looked on the camera and did not see them at the door anymore. She left but looked around as she did because she was not sure if they were in the parking lot. ----- On Friday 7/29, I asked John if Shana could work from Yono because I did not feel comfortable with her being onsite alone since maintenance was off and the people were still lurking around. He agreed and Shana worked at Yono. Thomas called me from Academia around 12:48 pm saying he had come to Academia for a tour and that as soon as he got out of the car, Saiheed and the woman, Sanaa, ran up on him yelling and screaming about getting in the apartment and that they had called the police. They were there with the uncle. I called Shawn and told him to meet Thomas there so he would be not alone. Thomas told them he could not open the apartment without police. I called John and John instructed us to not open with out police and that once open, they would need to remove everything right then. Thomas relayed this to Saiheed and he grew angry and started yelling at him and me on the phone saying it was not fair we took his money and he only had 1 day to get out. I told him once again, we did not have his money and that lease was not valid. The police arrived and I spoke with the officer, telling him everything that happened. He mediated and surmised that Lindy as well as the couple were defrauded by Shanika. The officer asked if we would agree to allow the people to get important items and clothing out of the unit and arranged for another time when they had a truck to pick up the remainder. I called John and relayed what the police said, and he agreed. They people were allowed to get items and Shawn reloked the unit and they left. The police then encouraged the couple to press charges against Shanika with a detective.

Corrective action taken at the time of the incident
Employee Shanika Davis was terminated on 7/25, police called on 7/26, police called on 7/29
What we have done related to Customer Service and helping the resident, if anything?
tried to give the couple a proper application to apply for the unit legally
Witnesses names and phone number
Amber -215-356-4203 John- 856-516-5076 Shawn-267-637-4748
Was there security camera footage of this incident?
Yes
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
Shanika Davis
Did this incident involve a vendor?
No