

Date of Incident	09-08-2022
Prepared By	Amber Johnson
Reviewed By	Incident Report was reviewed by John Samuel on 09-09-2022 at 08:21 PM.
Property	York North (YONO)
Time of Incident	08:00:00
Location of Incident	Front exit of York North

Incident Type
Misc.
Description of Incident
At about 7:45pm, John, Lauren and Amber johnson were leaving Yono to go to our vehicles. John and Amber were walking about 20 feet ahead of Lauren. Suddenly, we heard a loud noise and saw the occupant in 1011 busting through the front door, pushing it off track. She and 3 other persons (2 female, 1 male) ran at Lauren. The main girl, was screaming and yelling at Lauren, threatening to put her hands on her. She got in Laurens face, tried to bump her, and hit her. The male grabbed her and tried to hold her back. Lauren stood still with her hands folded and did not react. The 3 girls were all talking and yelling about the earlier incident, calling Lauren out of her name and demanding she call her boss, and getting in her face. When Lauren tried to leave and walk around them, the main girl ran at her again, blocking her and saying, "You not going anywhere". John and I walked back up the path towards them once we heard the noise. One of the girls looked over and yelled, "Aren't you the manager" and proceeded to approach me. The other 2 girls followed and started yelling. John stepped in and spoke to the main girl, letting her know that we would only speak to the lease holder on 9/9 and that damaged belongings are covered by the residents insurance policy. Lindy does not insure personal property.
Corrective action taken at the time of the incident
John stepped in to de-escalate the girls. Another resident who was observing, came up to help and comfort Lauren, who was upset
What we have done related to Customer Service and helping the resident, if anything?
Laura is assisting and reached out to the lease holder. She received no answer
Witnesses names and phone number
Amber 215-356-4203 John- 856-516-5076
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
lease holder is Peggy Wheeler, but occupants names unknown
Did this incident involve a Lindy team member?
Yes
Team Member Name
Lauren Pray, Amber Johnson, John Samuel
Did this incident involve a vendor?
No

