

Date of Incident	09-10-2022
Prepared By	Dawn Buck
Reviewed By	Incident Report was reviewed by Alison Snyder on 09-12-2022 at 04:36 PM.
Property	Bromley House
Time of Incident	01:10:00
Location of Incident	6901 Old York Road - Bromley House Leasing Office

Incident Type
Misc.
Description of Incident
<p>A gentleman who is the guest of Resident, Ounya Williams Apt A303, came into the office together on Saturday 9/10/22 at about 1pm. The gentleman's vehicle was parked in the fire lane this morning and was towed as a result. He approached the desk where Dawn Buck (Assistant Community Director) was sitting, and was talking loudly asking what the procedure for parking in the lot is. Dawn asked if he was a Resident here and he stated "no, but the Resident is right here with me". Dawn asked if the vehicle has a permit and he said "no". She explained that the Residents are aware that the parking lot is permit only and that their visitors can be on the lot until 8 pm and after that we tow vehicles that are not registered. Dawn also told him that all vehicles must be parked in a legal space and not blocking the fire lane. He then got louder and stated, "what am I supposed to do when I come home and there are no spaces"? Dawn explained that he would have to park on the street. He stated that he parked on the street last time and his car was broken into. He said "if I can park on the lot, then no one is coming into the lot to break into the car". Dawn stated that the parking is first come first serve and that just because he parks on lot does not guarantee his car cannot be broken into. He then got very loud and stated that I was not hearing what he was saying, that if he parks on the street his car can be broken into. Dawn asked him to please lower his voice. He stated that he is not yelling that he "talks aggressively". He then stated that the Resident pays enough rent that there should be a spot for her to park. That "it is "F ing" ridiculous that she comes home and has no where to park". Dawn asked him again to stop yelling at me. He stated it is just him talking aggressively. Dawn stated that she was not going to continue a conversation with him while he is talking to me aggressively trying to intimidate me because she is a female. He proceeded to get louder and stated again that this is "bullshit, that the rent is high enough and there should be a space to park", that he "talks aggressively and it has nothing to do with me being a woman". At that point Dawn asked him to stop yelling at me and ended the conversation. Dawn looked at the Resident, Ounya Williams, and told Ounya Williams that if she has any further questions or comments, that she can contact Felicia on Monday morning. Dawn advised her that she would no longer engage in conversation with them since he is yelling and that Dawn asked them both to leave the leasing office. He then yelled that he knows his "F ing rights and he isn't going anywhere". Ounya Williams was talking to him trying to get him to leave the office and he would not. At that point Dawn advised she would be contacting the police. She dialed 911 and there was no answer. Dawn pretended to give my location in the hopes he would leave office thinking police were called. He and the Ounya Williams sat in the office for about 5-10 minutes. He sat in the chair and was talking loudly the whole time cursing, while Dawn sat at her desk and said nothing. After no one showed up, they finally got up and left the office.</p>
Corrective action taken at the time of the incident
Dawn notified Felicia Howell, Community Director, after the incident occurred.
What we have done related to Customer Service and helping the resident, if anything?
n/a
Witnesses names and phone number
Ounya Williams A303 (215) 200-3571
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
Ounya Williams
Did this incident involve a Lindy team member?
Yes
Team Member Name
Dawn Buck
Did this incident involve a vendor?
No