



Date of Incident	09-25-2023
Prepared By	Laura Reed
Reviewed By	Incident Report was reviewed by John Samuel on 09-25-2023 at 07:53 PM.
Property	York House (South)
Time of Incident	09:00:00
Location of Incident	At the front desk

Report Last Updated By	Update Date
John Samuel	09-25-2023
John Samuel	09-25-2023

Incident Type
Resident House Rules
Description of Incident
York House has a crew installing CO2 detectors in every apartment. Mr. Holtz from apartment 304, came to the front desk. very angry and agitated. He said if anyone comes into his apartment he would rip the detector off the wall and destroy it. The he was going to file suit. Mr. Holtz moved in Sept 1st. His level of anger and agitation is escalating and the staff is uncomfortable around him.
Corrective action taken at the time of the incident
Mr. Holtz has someone from the VA who is his case worker, Mr. Steve Hravovcsky 267-592-1964. I emailed Mr. Hrabrovsky after trying to call him. I explained the situation and Mr. Holtz level of anger. I explained he could not speak to employees in the manner he has been. If he interferes with the installation of the CO detector or harm equipment or the staff, I would call the police.
What we have done related to Customer Service and helping the resident, if anything?
I asked Mr. Hravovcsky to speak to Mr. Holtz about the situation.
Witnesses names and phone number
Ms. Jean 215-0329-3595
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
Ms. Jean
Did this incident involve a vendor?
No