



Date of Incident	10-07-2021
Prepared By	Laura Reed
Property	York House (South)
Time of Incident	04:30:00
Location of Incident	The front desk in the lobby at York House South.

Description of Incident
<p>Vanessa Smith received a nonrenewal letter recently. On Thursday, September 7, at approximately 11:00am, a relative of Vanessa came into the business office at York House South "looking for the manager". The woman was very loud and aggressive. Both Kim Crawford, the assistant manager and leasing agent, and I were in the office. Kim was at her desk; I was off to one side in the office. Kim asked if she could help her, and the woman said she wanted answers about Vanessa's non renew letter. Then she saw me and said "there you are! Vanessa said you we are throwing her out and didn't give her a reason. I am here to get answers. " I explained that either party to a lease can decide to not renew the lease at the renewal time without explanation. The woman "got in my space"" and said she had never heard that a reason didn't need to be given when someone was getting "kicked out". Kim explained that, in a situation where a resident participated in the PHA program and was "nonrenewed", PHA would give the resident a voucher to move elsewhere. Kim also explained that neither she nor I could discuss Vanessa's lease with her since she is not on the lease. After the woman spewed angry words I can't remember, she left the office. Later in the day on September 7th, At approximately 4:30p.m., I heard Vanessa yelling at the front desk from my office. She was yelling "I'm going back to see her. I 'm going back to see her." I had just talked to the maintenance team and the team was in my office. I asked Ralph, our maintenance supervisor, to come up front with me while I talked to Vanessa. I knew from experience that when Vanessa is loud and aggressive, she is usually high and nonrational. We walked up front and out to the lobby. Vanessa started screaming at me and lunged at me. Ralph and Tyreek, a maintenance tech, held her back. She kept screaming that she was going to get answers. She was "going to get her people" to come into the office and then" they would get answers from me." She kept lunging at me. The guys held her back telling her she couldn't act this way. Kim heard the commotion and came out to the lobby from the office. She told Vanessa that she needed to get control. Vanessa went after Kim. She called Kim the bald headed "b" and kept screaming this and going after Kim. The maintenance guys were continuing to hold her back but she was getting very close. I asked Greg, the concierge, to hit the panic button for the police at the front desk. He did. Kim walked backwards into the office and locked the door. She didn't realized Greg had called the police and she called the police. Vanessa came back at me saying she was going to "get her people" to come to the office and they would get answers from me. Tyreek and Ralph continued to restrain her. Tyreek persuaded Vanessa to go outside. A few minutes later the police arrived. When Vanessa saw the police arrive at the building, she hurried back inside the building and into the elevator. The police didn't know who she was at the time, but later told us they saw her getting into the elevator and she saw them. We filed a report with the police. They told us if there was any further trouble to call them again. About 15 minutes after the police left, Vanessa called the front office and Kim answered the phone. Vanessa said she had locked herself out of her apartment. She asked if maintenance would come and unlock her door. Kim asked Shawn, the property's maintenance tech to unlock Vanessa's door. After Shawn had unlocked Vanessa's door he returned to the office. Shawn told me that while he was upstairs with Vanessa, she was on the phone calling people and telling them that she was going after me to get answers. Shawn said she called several people and told the same story. He said he got the overall " gist "of her conversation and he was concerned for my safety. Kim and I don't easily get concerned about our safety at work, but this particular resident and "her people" have us genuinely concerned for our safety. We reached out to our regional manager and the COO of Lindy Properties, Brian Krockner. Brian asked me to contact our attorney's office for direction. We don't have an answer about what to do. The quickest solution would be to move her out immediately. Her lease expires on December 31st. That is a long time to deal with Vanessa. Vanessa is frequently drinking and has all the signs of a drug user.</p>
Corrective action taken at the time of the incident
Called the police
What we have done related to Customer Service and helping the resident, if anything?
none
Witnesses names and phone number
Ralph Sato Tyreek McCoy Laura Reed Kim Crawford
Is criminal activity involved
No
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://Working on transferring footage
Did this incident involve a resident?
Yes
Resident Name
Vanessa Smith
Did this incident involve a Lindy team member?
Yes
Team Member Name
Laura Reed and Kim Carwford
Did this incident involve a vendor?
No