

Date of Incident	10-11-2023
Prepared By	Laura Reed
Reviewed By	Incident Report was reviewed by John Samuel on 10-12-2023 at 09:49 AM.
Property	York House (South)
Time of Incident	03:45:00
Location of Incident	the Lobby in York House House

Report Last Updated By	Update Date
John Samuel	10-12-2023

Incident Type
Resident House Rules

Description of Incident

3:45am Wednesday, October 11, 2023- Cornell Griffin, Lindy employee, was working his overnight shift. A resident, Mark Holtz, was sleeping on the white couch in the lobby, Cornell told Holtz that he couldn't sleep on the couch. He told the resident a number of times. Mark remarked that his apartment was cold. Cornell told him to go to the 1st floor or his apartment. Holtz began to berate Cornell with racial slurs and insults. Another resident, Ozzie, was in the lobby and witnesses the occurrence. Mark continued harassing Cornell. Cornell came out from behind the front desk. As he approached Holtz, Holtz took off his belt. Ozzie, the witness, tried to calm the situation. Holtz pushed Cornell. Cornell returned to the front desk. Mark continued to throw racial slurs at Cornell. Mark included Cornell's mother in the slurs. Cornell came out from behind the desk, approached Holtz and placed his hands on Mark. They both fell to the sofa. Ozzie came over and picked them both up. Cornell returned to the desk. Ozzie talks to Mark; both men to the elevator. Cornell texted his manager immediately. He asked me to do something about resident Holtz and his anger. Cornell said Mark was harassing him. Cornell texted me a second and third time saying that the resident continued this behavior and pushed Cornell. Then Mark took his belt off and tried to hit Cornell. Cornell texted that he put his hands on the resident. Cornell said he had a witness. Cornell Griffin, Lindy Concierge I called Cornell as soon as I saw the text message. He told me that he had asked Mark to go up to his apartment to sleep. Mark said it was cold in his apartment; Cornell told him to go to the first floor, just do not sleep here in the main lobby. Cornell said Mark "went off" on him saying he was a piece of shit; he was a nigger and just continued using racial slurs at Cornell. Cornell said Ozzie, a resident, came off the elevator to visit at the front desk. Mark was still yelling racial slurs. Cornell said he came from behind the desk to go over where Mark was sitting. When he approached Mark, Mark shoved him. Cornell said he walked back to his desk. Cornell said Mark began yelling racial slurs including Cornell's mother in the slurs. Cornell said that he left the desk and went back to where Mark was standing with his belt in his hand. Cornell said Mark tried to hit him with the belt buckle. Cornell put his hands on Mark, and they fell onto the couch. Mark Holtz, York House South Resident- Mark came into my office this morning to tell me about the incident with Cornell. He said he had walked to the 39th Police Precinct Office to report that "the concierge put his hands on him." He said that the policeman he spoke to was black and didn't want to take his story. Mark said if Mark had been black, the policeman would have taken his story. Mark said he took the transit to the Veteran Affairs Office and reported the incident. I asked what they told him and Mark said they were going to call me, the manager. I asked Mark what happened this morning. He said it happened around 8am. The concierge told him he couldn't sleep in the lobby. Mark told him it was too cold in his apartment. Mark said the Concierge told him twice that he couldn't sleep in the lobby. Mark said he got angry and told the concierge to "Fuck off" and called him a "Nigger". Mark said he was mad and continued to call him "Nigger" because he was. Mark said that Cornell came around from behind the front desk. He said Cornell put "his hands on me". They fell. He said Cornell didn't hold him down. Mark said he left the lobby. Ozzie Pickett, Resident York House South 904-444-1620 Ozzie came to the office. He said at 3:45am, he came off the elevator into the lobby. He saw Cornell at the front desk and heard Mark yelling horrible racial slurs and racial statements at Cornell. Ozzie said "I tried to settle Mark down" but he kept escalating. Ozzie said he offered to show Mark how to turn on his heater in the apartment. He offered Mark a blanket. Ozzie said Mark continued to harass Cornell with slurs. Ozzie said Mark started using racial slurs against Cornell's mother. That is when Cornell came from behind desk and put his hands on Mark and they fell into the white sofa. Ozzie said he pulled them up. Ozzie said he told Mark he had enough of him and left for the elevator. Mark told Ozzie that "I wasn't calling you a nigger. He's the nigger", gesturing towards Cornell. Ozzie said Mark followed him and Cornell was back behind the desk. Five minutes later, both Ozzie and Mark return to the lobby. Ozzie talks to Cornell who is behind the desk. Mark goes to the white couch. Ozzie leaves. Mark stays another 3-4 minutes and leaves toward the elevator.

Corrective action taken at the time of the incident
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The resident was put on non-renew. The employee was suspended pending an HR investigation. We reached out Cohens office to send a letter to resident of his behavior and to let him know if any such incident occurs, we will terminate the lease.

What we have done related to Customer Service and helping the resident, if anything?

Laura spoke to the resident and make him heard.

Witnesses names and phone number

Ozzie Pickett, Resident York House South 904-444-1620

Was there security camera footage of this incident?
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Yes

Link to security footage video in Box
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<https://lindyproperties.box.com/s/y2esqtq7zvvylnar1ch7xh44gqul1kt>

Did this incident involve a resident?
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Yes

Unit

0304

Resident Name

Mark Holtz

Did this incident involve a Lindy team member?

Yes

Team Member Name

Cornell Griffin

Did this incident involve a vendor?
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No

