



Date of Incident	10-20-2021
Prepared By	Marva Brown
Property	Gateway Towers
Time of Incident	08:45:00
Location of Incident	3800 Gateway Drive, Philadelphia, PA 19145--Lobby of C Building

Description of Incident
<p>Kristina Casella of C304 says she was walking her dog when the resident of C221, James Ross began shouting at her about her dog. She said he chased her and said he was going to shoot both her and her dog. She said she saw Vincent Nelson, a maintenance technician and asked him to escort her to her to the building. While escorting her to the building Vincent Nelson called me and allowed me to speak with the resident. I instructed Ms. Casella to call the police and let her know I would follow up with her the following day. She did call the police to report the incident (DC#21-01-018675. This morning, 10/21 I met with Ms. Casella and let her know how sorry I was for what she experienced. I let her know we had escalated the incident to our legal department as that kind of behavior is not permitted in the community. Later in the day I spoke another resident, Hynea Redd who said her boyfriend witnessed James Ross with a gun and reported the incident to the guard on duty at the booth.</p>
Corrective action taken at the time of the incident
<p>I reached out to Cohen's office with the details of the incident and asked them to start the lease termination process.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>As Ms. Casella said she was afraid for her life I let her know we would gladly transfer her to another building if she would feel more comfortable. I also let her know I could speak with my supervisor for authorization to let her out of the lease if she wished. I escorted her to the A building to look at an apartment comparable to the one she was in and escorted her back home. She said she needed to discuss it with her husband. Later in the evening, around 7:30pm Ms. Casell and Mr. Murati came back to the office very upset. Mr. Murati became belligerent. He said he was offended that I offered to transfer them instead of making the other resident move. I did my best to explain we must work within the parameters of the law and evictions/lease terminations can take time. He said we were trying to sweep this under the rug and he was going to get a lawyer. I stressed to him it was only a goodwill gesture and that they were welcome to stay in their apartment. He left the office cursing and shouting.</p>
Witnesses names and phone number
Is criminal activity involved
<p>Yes</p>
Criminal activity involved
<p>Terroristic threats were made by the resident of C221</p>
Was there security camera footage of this incident?
<p>Yes</p>
Link to security footage video in Box
<p>http://Trouble downloading</p>
Did this incident involve a resident?
<p>Yes</p>
Resident Name
<p>Cristina Casella</p>
Did this incident involve a Lindy team member?
<p>No</p>
Did this incident involve a vendor?
<p>No</p>