



Date of Incident	10-26-2022
Prepared By	Joe Cooper
Reviewed By	Incident Report was reviewed by Alison Snyder on 10-27-2022 at 04:59 PM.
Property	Gardens of Mt. Airy
Time of Incident	10:00:00
Location of Incident	Apartment D04

Incident Type
Misc.
Description of Incident
<p>On 10/25, I spoke to Mr. Palmer in Apt D04, and scheduled to complete work in his apartment for the following morning, 9:00 on 10/26. As scheduled, I reported to the apartment, and Mr. Palmer's wife and brother were present. I proceeded to start my work which both residents allowed me to do, providing a new refrigerator, and repairing their kitchen ceiling. At about 10 am, Mt. Palmer entered the apartment and began to yell at me and accusing me of lying about the work being performed. I calmly explained to the resident that when we had spoke I was very clear about my intent to patch the kitchen ceiling, replace the fridge, and inspect the bathroom tiles. The resident continued to raise his voice and accuse me of lying. So I informed him that I would be stopping the work and leaving. While attempting to leave with my ladder, the resident stepped in front of me blocking my exit and shoved the ladder I was holding into my chest to physically stop me from leaving. I requested him to let me leave or I would call the police. The resident moved out of the way but the as soon as I started exiting the front door, the resident slammed the door behind me and caught my leg. I informed the resident to let go of the door and allow me to finish removing my personal belongings or I would have to call the police. I then informed the resident that I would even remove the old fridge so it was not in the middle of the kitchen. I did so and left after completing this. The resident slammed the door behind me again this time. Joe was not harmed and did not seek medical treatment.</p>
Corrective action taken at the time of the incident
<p>Attempted to apologize and inform the resident of the misunderstanding. Removed myself from the escalating situation and stopped the work. Contacted my supervisor, Doris Scipio, and informed her of the incident. Due to the physicality of the incident, as well as prior verbal altercations with office staff, we will be terminating the resident's lease.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>Mr. Palmer called Doris after Joe left and informed her that he was upset that Joe was performing the actual work, when he felt he was told that Joe was simply inspecting what needed to be done. After Doris spoke with Mr. Palmer, Joe arrived at the office to share his side of the story.</p>
Witnesses names and phone number
Joseph Cooper 267-637-4017
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Ernest Palmer
Did this incident involve a Lindy team member?
Yes
Team Member Name
Joseph Cooper
Did this incident involve a vendor?
No