

Date of Incident	10-31-2025
Prepared By	Travis Poston
Reviewed By	Incident Report was reviewed by Alison Snyder on 10-31-2025 at 03:55 PM.
Property	The Emerald at Lansdale
Time of Incident	01:50:00
Location of Incident	Leasing Office

Report Last Updated By	Update Date
Alison Snyder	10-31-2025
Travis Poston	10-31-2025

Incident Type
Misc.
Description of Incident
<p>Leah Bailey entered the leasing office visibly upset after receiving a parking violation sticker on her vehicle for not displaying a parking hang tag while parked in the garage. She demanded that office staff remove the sticker from her vehicle. Staff explained that the office could not remove the sticker due to liability concerns. Upon hearing this, Leah became irate and repeatedly shouted, "Remove it now!" She grew increasingly aggressive, making several inappropriate remarks — including accusing Travis Poston of being "high", and insulting Sheila Waples by claiming she "doesn't know where a steering wheel is located" because Sheila had previously mentioned that she does not own a vehicle. As Leah's behavior escalated, staff asked her to leave the office and informed her that she could return once she had calmed down if she wished to discuss the matter further in a respectful manner. Leah refused to leave and yelled that she would not leave until the sticker was removed from her vehicle. Sheila Waples then informed Leah that the police would be called if she did not exit the office. Leah responded, "Good, call the police because I'm not leaving." While police were en route, Leah requested contact information for Travis Poston's supervisor, which he provided. Upon arrival, the police advised Leah that she could not return to the leasing office for the remainder of the day. They then assisted her in removing the sticker from her vehicle window.</p>
Corrective action taken at the time of the incident
<p>The police were called to deescalate the situation and remove Leah from the leasing office. Travis notified Alison who advised to keep the office door locked to avoid further interaction. Will discuss internally possible lease termination or non renewal due to her behavior.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>Maintenance supervisor Tom Mette provided a scraping tool to the police officers so they could remove the sticker for Leah</p>
Witnesses names and phone number
<p>Sheila Waples: 267-736-7336 Travis Poston: 267- 637-4227 Leah Bailey: 267-586-9395</p>
Was there security camera footage of this incident?
<p>Yes</p>
Link to security footage video in Box
<p>https://lindyproperties.box.com/s/arbkb5tzx4qks21xjznds5a5jsgr8pe2</p>
Did this incident involve a resident?
<p>Yes</p>
Unit
<p>148</p>
Resident Name
<p>Leah Bailey</p>
Did this incident involve a Lindy team member?
<p>Yes</p>
Team Member Name
<p>Sheila Waples, Travis Poston</p>
Did this incident involve a vendor?
<p>No</p>
Should this incident be reported to the residents renters insurance policy?
<p>No</p>

