

Date of Incident	11-13-2023
Prepared By	Amber Johnson
Reviewed By	Incident Report was reviewed by John Samuel on 11-13-2023 at 10:43 PM.
Property	York North (YONO)
Time of Incident	06:54:00
Location of Incident	YoNo lobby, 1st floor lounge and lobby bathroom

Report Last Updated By	Update Date
John Samuel	11-13-2023
Amber Johnson	11-13-2023

Incident Type
Misc.

Description of Incident
<p>Around 7:00 am on 11/13, Lorraine (building cleaner) came to clean the lobby bathrooms and there was a woman in the 1st bathroom. Lorraine kept trying to open the door and the woman kept shutting it and told her to go away. Tyreek came to the lobby and tried, but she would not leave. Around 8:30 am, Tyreek texted me to let me know what was going on and I told him to call the police. Shawn came to the lobby and called 911 at 8:36 am. The woman did not come out. Around 11:30 am, the police and community advocate arrived to try to talk the woman out of the bathroom. After 20 minutes, she came out and they escorted her out. She claimed that we were harassing her and that we would hear from her lawyer. Once she left, she walked down the street in front of Einstein. Upon reviewing the cameras, the woman entered the building on the morning on 11/12 around 1:22am, following a food delivery person into the building. She walked to the 1st floor lounge area with a cart, spread out blankets, took off her shoes and went to sleep on the red couches. She stayed there, uninterrupted until about 1:00pm in the afternoon on 11/12, when she went to the lobby bathroom for an hour. Around 3:15pm, she came back to the lounge and was confronted by 2 residents. She packed her stuff, then left. Around, 5:49pm on 11/12, she came back and followed some residents in, where she came to the 1st floor lounge, set up her bedding and went to sleep in the lounge all night, uninterrupted until around 6:54 am on 11/13, where she went into the bathroom.</p>

Corrective action taken at the time of the incident
Police were called and they came out 3 hours later

What we have done related to Customer Service and helping the resident, if anything?
We have arranged temporary patrol around the building from 12 m to 4 am for few days.

Witnesses names and phone number
Lorraine, Tyreek, Shawn

Was there security camera footage of this incident?
Yes

Link to security footage video in Box
https://lindyproperties.box.com/s/gc0w4thks9pqn3tudb0aait7ei4r3mj5

Did this incident involve a resident?
No

Did this incident involve a Lindy team member?
No

Did this incident involve a vendor?
No

