

Date of Incident	11-28-2022
Prepared By	Nancy Benner
Reviewed By	Incident Report was reviewed by John Samuel on 12-01-2022 at 01:49 AM.
Property	7400 Roosevelt
Time of Incident	06:45:00
Location of Incident	7400 Roosevelt Blvd. Philadelphia Pa 19152

Incident Type
Misc.
Description of Incident
<p>On Monday 11-28-2022 between 6:45p and 7:00p representatives of SFE energy were sited on the cameras in B- Building. Four individuals were knocking on doors stating they were doing a wellness check or a service check in order to meet with residents to give information about switching energy providers. Mecca Holloway meet them in the B- building hallway and explained that we do not allow soliciting and they would need to exit the building immediately. Two of the representatives became irate and were yelling obscenities at her and she continued to explain that they would need to leave. One representative stated they were waiting for a resident to return to the hallway with a PECO bill and were authorized to be here. Mecca contacted the community director and asked her to contact the resident to confirm. Nancy Benner contacted the resident of A007 and asked if she had authorized them to be there and the resident explained she had not. She stated that they knocked on her door and stated they were here to do a wellness check and she thought they were maintenance. Mecca again asked the representatives to exit the property and contacted 911 because they were continually irate, yelling obscenities and creating a disturbance. The four individuals left the building and Mecca returned to the leasing office. Several minutes later the representatives entered the D building behind a resident exiting. The community director and Mecca viewed this on the cameras and met them by the elevator. Nancy Benner introduced herself to the representatives as the community director and explained that they could not remain in the building. They were immediately irate and began scream and refused to leave, it was explained that they were trespassing and that we do not allow solicitation in the community, and this was creating a disturbance to the community. Nancy Benner then contacted 911 again and was told an officer had already been dispatched. The representatives refused to leave, continually yelling obscenities and escalating the incident. Simquetta Lovette entered the building at this time and also asked them to leave. At this time one female representative hit the community director knocking her cell phone out of her hand. Simquetta picked up the phone and handed it back to the community director and she in turn hit the community director again knocking the cell phone out of her hand again. Simquetta Lovette escorted them out of the building, and they exited onto Shelmire Ave. The police arrived about ten minutes later. They provided a DC# and stated that if they returned, we should contact the district directly and provide the DC# as they would be arrested for trespassing and assault, should the same representative return to the community. DC#202202052233 2ND Police district 215-686-3020</p>
Corrective action taken at the time of the incident
The representatives were asked to leave the building and the police were called. A DC# was provided 202202052233 and we were advised to contact the 2nd police district should anyone return
What we have done related to Customer Service and helping the resident, if anything?
An e-mail blast was sent to the residents making them aware that we do not allow soliciting and that all should be mindful and not allow anyone to enter the building when they are entering and exiting. Residents were asked to report this activity immediately. An e-mail was sent to SFE expressing that this is prohibited in the community. The email reported the incident and expressed the incident was reported to the police and was now under Police investigation it requested a representative contact the community as soon as possible.
Witnesses names and phone number
Mecca Holloway 347-882-3228 Nancy Benner 215-669-8922 Simquetta Lovett 215-510-8940 Kyrnia Hunt 610-607-9012
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Kyrnia Hunt
Did this incident involve a Lindy team member?
Yes
Team Member Name
Nancy Benner- Mecca Holloway-Simquetta Lovett
Did this incident involve a vendor?
No

