

<b>Date of Incident</b>	12-06-2021
<b>Prepared By</b>	Andrea Reusser
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 12-06-2021 at 05:10 PM.
<b>Property</b>	Rosedale Court
<b>Time of Incident</b>	11:00:00
<b>Location of Incident</b>	First floor hallway of building A

Description of Incident
<p>Dan Ortiz reported a person sleeping/passed out in the 1st floor stairwell. I woke the person up and asked what they were doing in the building, who they were visiting, where they lived etc. They were unable to identify the person they were visiting, looking for their name on the phone. After a short conversation it was obvious they didn't belong. I asked the individual to leave and they went outside. I saw them walking up the street away from the property. 15 mins later I received a call from a resident stating someone was knocking on doors asking "if someone lived there". I returned to the building to find the individual sitting in the stairwell. I asked the person to leave and they just sat on the stairs. I asked again and they didn't answer. I stated they could leave or I would call the police, as they were trespassing and did not know who they were visiting. They asked for WiFi and I told them they could go to Dunkin' Donuts or Burger King if they needed WiFi to make a phone call or text someone. They continued to just sit on the stairs and I called the police. The individual stayed on the stairs until the police came. They continued to be unhelpful and evasive with the police. Amaji smith, fake name, given to police. Police eventually removed from property. They asked if I wanted the person permanently restricted from the property and I said yes.</p>
Corrective action taken at the time of the incident
<p>After requesting person leave multiple times, the police were called.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>Removed person. Latch on back door was loose, requested maintenance replace the latch to avoid "popping" it open. Will be done today.</p>
Witnesses names and phone number
<p>Dan Ortiz 267-320-8388 Hugo Cabazes 215-740-9730 (Contractor who was on-site)</p>
Is criminal activity involved
<p>Yes</p>
Criminal activity involved
<p>trespassing</p>
Was there security camera footage of this incident?
<p>No</p>
Link to security footage video in Box
<p>http://</p>
Did this incident involve a resident?
<p>No</p>
Did this incident involve a Lindy team member?
<p>No</p>
Did this incident involve a vendor?
<p>No</p>

