



<b>Date of Incident</b>	12-04-2020
<b>Prepared By</b>	Laura Reed
<b>Property</b>	York House (South)
<b>Time of Incident</b>	10:00:00
<b>Location of Incident</b>	Yorkhouse Lobby

Description of Incident
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The incident occurred on Friday, December 4, 2020. "Jay" is a frequent visitor of the resident in apartment 1203. Sometimes the resident calls this man his brother, although he is not. Jay has been banned from the property stemming from an incident on November 25th, 2020 when "Jay" came behind the concierge desk and hit the concierge from Cardinal Point. On December 4th, "Jay" came to the manager and told her he had not breached the concierge desk, nor did he hit the concierge on November 25th. "Jay" was told by the manager he was not allowed on the property; his actions from November 25th were recorded on tape. "Jay" became extremely aggressive and argumentative. He demanded to see the tape. He was told repeatedly to leave the property. He didn't leave until Nate, a supervisor of Cardinal Point arrived. "Jay" attempted to gain access to Yorkhouse three times on December 4th. On all three occurrences, Jay harassed the manager and the staff. He was verbally combative and abusive. At approximately 8:00pm, during the second attempt "Jay" tried to gain access to the elevator, the police were called. The manager, concierge used the panic button at the front desk and the managers desk to alert the police. The concierge tried to alert the police on her cell phone and the manager called and spoke to 911. The police never responded. "Jay" left the premises. On "Jays" third attempt to gain access to the building, the resident was with him. It was approximately 10pm. Nate from Cardinal Point, Semone the concierge from Cardinal Point and the manager, Laura Reed were at the front desk. "Jay" appeared to be attempting to help the resident walk. They appeared to be under the influence. They were stopped by the concierge when they got on the service elevator. Jay refused to leave. At this point the security personal escorted him out of the building. While Jay was being escorted off the property, he threatened the security guard. Jay said "I will use my gun, I will use my knife." He called the manager a "bitch" and Nate a "big nigger". Nate escorted "Jay" to his SUV, which was parked on the street in front of the building. Again, the concierge and the manager attempted to contact the police. The police didn't respond. However, "Jay" had called an ambulance. The ambulance arrived and "Jay" spent about 40 minutes in the ambulance. "Jay" left the ambulance and got into his SUV and left. The ambulance left at the same time.

Corrective action taken at the time of the incident
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Called the police.

What we have done related to Customer Service and helping the resident, if anything?
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The resident was sent a letter from the earlier incident on November 25th. These events are ongoing with the resident's guests.

Witnesses names and phone number
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Nate and Semone from Cardinal Point. Laura Reed and Markeisha Brown, Lindy employees.

Is criminal activity involved
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No

Was there security camera footage of this incident?
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Yes

Link to security footage video in Box
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http://