

Date of Incident	12-07-2024
Prepared By	Melissa Verdon
Reviewed By	Incident Report was reviewed by John Samuel on 12-20-2024 at 02:25 PM.
Property	Gateway Towers
Time of Incident	10:30:00
Location of Incident	Gateway Leasing office

Report Last Updated By	Update Date
John Samuel	12-20-2024
Melissa Verdon	12-19-2024

Incident Type
Misc.

Description of Incident

On Saturday, December 7, 2024, Tiffany had a scary encounter with an irate tenant, who made her extremely nervous. The tenant who resides at 3600 Gateway Towers, apt 420, Sokri Ali, came into the office demanding someone from management to straighten out his situation regarding renter's insurance charges. This resident called a few days prior insisting to have this taken care of asap. When there was no answer, he called back incessantly and proceeded to be extremely rude and use unacceptable foul language towards Tiffany, amongst other inappropriate statements. On Saturday, Tiffany tried to sympathize with him and explain that she doesn't have authority or access to address any billing concerns, and that he would have to return during business hours to remediate his billing. He then started to shout and demand that someone from management come to the office to take care of his situation, immediately, and then stated he would not leave until someone showed up. When she asked him to leave the office, he proceeded to sit in front of her desk, and taunt her, requesting her to physically remove him from the office because that was the only way he was going to leave. She warned him that she was going to call the police, in which, he encouraged her to do so. Thankfully our assistant maintenance supervisor, Vincent Nelson, was present to help try to deescalate the situation.

Corrective action taken at the time of the incident

10 day notice to vacate was send to resident.

What we have done related to Customer Service and helping the resident, if anything?

Ensure panic buttons are working

Witnesses names and phone number

Vincent Nelson - 215-499-7977

Was there security camera footage of this incident?

Yes

Link to security footage video in Box

http://

Did this incident involve a resident?

Yes

Unit

A420

Resident Name

Sokri Ali

Did this incident involve a Lindy team member?

Yes

Team Member Name

Tiffany Mendez

Did this incident involve a vendor?

No

Should this incident be reported to the residents renters insurance policy?

No