



<b>Date of Incident</b>	12-28-2021
<b>Prepared By</b>	Felicia Howell
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 12-29-2021 at 05:26 PM.
<b>Property</b>	Bromley House
<b>Time of Incident</b>	13:00:00
<b>Location of Incident</b>	Leasing Office

#### Description of Incident

Tanika Auguste who resides at Regency, unit 414 came into the office upset about her car being towed today. She spoke with Latiffa Washington, our leasing temp employee. Latiffa's statement is as follows: "Tanika said that our vehicle policy states that cars without a permit won't be towed until after 8pm, so she wanted to know why her car was towed at 1pm. Tanika was extremely agitated, she was yelling and crying and using hand motions. I tried to apologize for what she was going through or dealing with. I told her that I was not directly aware of what happened to her car. Tanika stated in a very aggressive shouting manner that when she got her car back from the towing company, the fender was off. She said we 'better give her the \$240.00 towing fee she paid to get it fixed or else Lindy would have to evict her because she does not have money to pay for this and she is going to come F\*\*k me, Dawn and Felicia up and F\*\*k the leasing office up.' When the threat was made, I politely told her she had to leave the office. Tanika had a male on speakerphone during the interaction and asked her if she needed him to come to the office. Tanika stated she would be back and left the office."

#### Corrective action taken at the time of the incident

Latiffa called Felicia Howell to report this incident. Latiffa then contacted the police to make a police report. DC#21-35-084624. Latiffa was advised to lock the office door to avoid any further confrontation with this resident. Felicia notified Alison Snyder. Felicia contacted the Tow Company, Maximus, to determine what happened. Maximus said that they had been monitoring the car for several days that had not moved and appeared to be abandoned. It was determined also that the resident had never registered her car with the office to get a sticker to park in the parking lot.

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

The resident, Tanika, emailed Alison Snyder regarding the incident around 2pm. Alison emailed the resident stating that we would investigate the incident with the towing of her car. Alison advised the resident that while we understand her frustration, the behavior she exhibited and the threats she made towards the office staff is unacceptable. Alison told her that she should not contact the office until we follow up with her on Wednesday.

#### Witnesses names and phone number

N/A

#### Is criminal activity involved

Yes

#### Criminal activity involved

DC#21-35-084624

#### Was there security camera footage of this incident?

Yes

#### Link to security footage video in Box

[https://share.icloud.com/photos/037gUX\\_fHY43yBNXBfKq72gdA](https://share.icloud.com/photos/037gUX_fHY43yBNXBfKq72gdA)

#### Did this incident involve a resident?

Yes

#### Resident Name

Tanika Auguste

#### Did this incident involve a Lindy team member?

No

#### Did this incident involve a vendor?

Yes

#### Vendor Name

Latiffa Washington, Leasing Temp from BG Staffing