

Date of Incident	12-31-2020
Prepared By	Andrea Reusser
Property	Gateway Towers
Time of Incident	10:45:00
Location of Incident	Enclaves/Towers Clubhouse

Description of Incident

Former resident Joseph O'Neill came to the clubhouse because he had been told by fedex he had a package in the hub. He first spoke to Janice. Janice came to me saying he was rude, was argumentative, giving her attitude and she couldn't get information to help him. He had also insisted she call the current resident to see if she had his packages. I saw he was at the door and I went to speak to him. He was angry, aggressive and argumentative as soon as I approached the door to speak to him. I explained I had checked the system in my office and didn't see anything for him or the apartment. He was angry, complained about the property customer service, getting louder and louder. I asked him if he could in a few hours to see if the system would cycle him through, and I gave him the customer service number for Amazon hub for residents. He got very angry, accused me of not helping him, and get edging closer to the door. I explained I wasn't unwilling to help him, but I was unable to help him at the current time. I asked him to call the customer service number and to call the office in a little while to see if we could access it. He started yelling and walking away, making other people nearby nervous. About 10 mins later he came back to the door, pounding and yelling that he had Amazon on the phone. Via speaker, I spoke with the agent and mr. O'Neill, who continued to be loud, get attempting to get close to me and interrupting the agent while I was trying to get instructions. At one point I needed to write something down and mr. O'Neill started yelling, being very loud, trying to step towards/ into the lobby. I asked him to calm down, to please step back and take a breath because I was trying to help him. I told him I needed to step into my office to look up what the rep had told me and for him to wait and to just try to stay calm. He started yelling and took a big step forward at me. At that point I asked him to calm down or I would have to call the police. He told me to "go ahead and call the police, he was calm, I didn't want to see him not calm." At that point I shut the door completely and called 911. I instructed the staff not to open the door for him, as he was pacing vigorously back and forth in front of the clubhouse area. I told them to have him call the office and I would speak with him on the phone. When the police arrived, he was still very argumentative and aggressive, even with the officers, complaining about customer service, how he was a cop, and everyone was idiots. Officer Smith spoke with me and I asked him to escort me to the HUB, as I had been able to speak with Amazon while waiting for them and now could access the two un addressed packages in the HUB, one of which was probably his. The office agreed. When we went outside, mr O'Neill was there and I started to tell him I'd gotten in touch with Amazon and thought we could help him, but he cut me off and demanded to go to the hub with me. There were two officers there and they said it would be ok if I was ok. All of walked to Hub. At arrival at the Hub, UPS was just arriving, and I asked the driver to give me a moment, which prompted my O'Neill to tell the ups driver to "ignore her, just do your job man." I asked the driver if I could grab a package and he said sure. I asked mr O'Neill to please stand over to the side with the officers, and he started to walk up behind me. The officer asked him to back up which made him angry and I asked him to please stay back so I could get his package. The officer had him stand back, I was able to open the hub and confirmed the package was for him. He jerked it from my hands and continued yelling about how terrible we were. I then asked if he needed anything else and if not the officers could escort him from the property. They started walking him back toward his car, while I waited a few moments. Then I walked back to the office, where the officers were trying to get him to get in his car and leave. He finally left and the officers came back to follow up and get my information.

Corrective action taken at the time of the incident

The police accompanied me to the HUB and escorted him off the property.

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

He got his package.

Witnesses names and phone number

Janice Haldeman, 215 463 5566 Jay Unger, 215 463 5566 Officer Smith, #9447, Philadelphia Police Department Unidentifiable UPS driver.

Is criminal activity involved

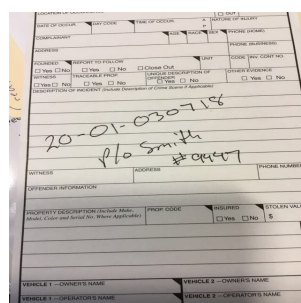
No

Was there security camera footage of this incident?

No

Link to security footage video in Box

<http://>



20-01-030718
P/O Smith
#9447