

From: [REDACTED]
To: [REDACTED]
Subject: FW: Opal PH-11: Incident Report - Please Read and Advise
Date: Tuesday, February 13, 2024 4:30:35 PM
Attachments: [image001.png](#)
[image002.png](#)
[Discussion.msg](#)
Importance: High

[EXTERNAL]



[REDACTED]
A&E Real Estate

[REDACTED]
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 Website: www.ae-re.com

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From: [REDACTED]
Sent: Wednesday, December 13, 2023 2:52 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Opal PH-11: Incident Report - Please Read and Advise
Importance: High

In the past ~30 hours, tenant Sonia Ruiz of PH-11 at the Opal has accosted at least five A&E employees in a menacing and relentless fashion. She has made the management office uninhabitable for employees and the lobby and first floor common areas unpassable for residents.

Beginning at 11:44am, I had to call 911 twice to get NYPD to the property. The police advised that office staff exit the building while Ruiz was preoccupied. The police then left without making an arrest or asking for a statement from A&E employees. Ruiz then resumed berating building staff until [REDACTED] and I quietly left out the management office's

back door.

I understand that we have an open non-payment case with Ruiz that has a court date in February.

- **Audio clips:** [Opal - Incident](#)
- **Employees impacted:** [REDACTED] (conciierge), [REDACTED] (conciierge), [REDACTED]
- **Conduct toward employees:** screaming accusations about unsafe conditions, banging on doors and windows, intimidating with her giant Doberman Pinscher.
- **Conduct toward residents:** imploring to not pay rent, requesting access to apartments so she can inspect for unsafe conditions, knocking on other tenants' doors.

Timeline:

12/12/23

- 9:45am – Ruiz begins to yell at [REDACTED] and demands to speak to management.
- 9:55am – Ruiz leaves office after barging into [REDACTED] s office and demanding that she call me.
- 10:43am – [REDACTED] sends email to management informing about situation.
- 10:57am – [REDACTED] sends Ruiz email (attached) in earnest attempt to address her concerns.
- 2:56pm – Ruiz returns to management office, barges into [REDACTED] s office and again demands that she calls me. I pick up phone call which lasts 12 minutes. In this call, Ruiz makes a multitude of allegations about unsafe building conditions and criminal behavior from other tenants. She also admit that she went to the roof to inspect it herself. When Ruiz becomes increasingly aggressive, I ask her to write everything into an email and that A&E can address it.
- 3:09pm: Ruiz calls again but [REDACTED] does not pick up – she leaves voicemail.

12/13/23:

- 6:07am – [REDACTED] writes letter to management team explaining what has happened so far.
- 10:36am – Ruiz arrives in lobby and begins to accost [REDACTED] again. Against his request, she opened the management door and began to scream into the office about the same conditions above. I ask [REDACTED] to stay in her office while I go speak with Ruiz. Ruiz immediately begins to berate me and I am unable to respond. I tell her that if she won't leave the office I will need to call the police. This enrages her, and she enters management office.
- 10:44am – [REDACTED] returns to his office, calls 911, and speaks with dispatcher. Dispatchers says NYPD is on the way.
- 10:44am - 11:10am – Ruiz stands outside [REDACTED] s office screaming legal threats. She bangs on door and window. She screams through door. Ruiz called me “ a snowflake” and “a pussy” and “a motherfucker” and said that “you need to get your ass kicked.” She says she will make this the worst work day of my life, and that she will make my job so impossible that I will quit.
- 11:10am – [REDACTED] calls 911 for second time.

- 11:29am – Police arrive. Ruiz is unwilling to lower her voice. NYPD request that Ruiz quiet down, leave management office, leave lobby, and return to her unit. NYPD separately advise that management staff leave so that Ruiz will calm down.
- 11:37am – NYPD leaves without issuing report or letting management know what to do. Ruiz resumes screaming into office and around lobby.
- 11:38am – [REDACTED] leaves office through back door. Ruiz yells after her.
- 11:45am – [REDACTED] leaves office through back door.
- 12:10pm – Justin texts [REDACTED] that she is still banging on office door.
- 12:18pm – Justin texts [REDACTED] that Ruiz is waiting at desk.
- 12:34pm – Justin texts [REDACTED] that Ruiz is talking to super.
- 12:38pm – Justin texts [REDACTED] that Ruiz has left.
- 1:03pm – Justin texts [REDACTED] that Ruiz is back outside at MP's office window making noise and looking for me.

It is imperative that we be able to work out of our office to run this portfolio. Please urgently advise as to what can be done to protect us from this tenant.



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A&E Real Estate

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