

<b>Date of Incident</b>	01-16-2025
<b>Prepared By</b>	Linda Barder
<b>Reviewed By</b>	The Incident Report was Not reviewed.
<b>Property</b>	Towers at Wyncote
<b>Time of Incident</b>	06:14:00
<b>Location of Incident</b>	Tower Two Parking Lot

<b>Report Last Updated By</b>	<b>Update Date</b>
Linda Barder	01-29-2025
Brian Kroker	01-28-2025

Incident Type
Slip and Falls
Description of Incident
Resident John Burgett from unit 0605-2 was holding his dog while walking when he slipped and fell on the ice. Upon entering the lobby of Tower Two, he informed Ursula Young, our Concierge, that he had fallen on the ice outside in the property parking lot. Although he did not specify the exact location of the fall, he mentioned feeling horrible and in pain. He did not indicate whether he would be seeking medical attention.
Corrective action taken at the time of the incident
At 6:33 PM, Mr. Burgett called the answering service, and Quam, our maintenance technician, received the call. Unfortunately, neither the on-call staff nor the concierge were able to determine the exact location of the incident at the time. --- Feel free to make any further adjustments as needed!
What we have done related to Customer Service and helping the resident, if anything?
The next day, Frank Baer and I called Mr. Burgett to check on his well-being and to determine the exact location of the incident. He mentioned that he hurt his shoulder and elbow. When asked if he was planning to seek medical attention, he stated that he expected us to cover any medical bills, citing negligence for not making the area safe. Frank explained the process to him, but we are still unsure if he has sought treatment or not. After discussing the approximate location of the fall, I reviewed the camera footage and confirmed that Mr. Burgett did indeed slip and fall. Maintenance was notified of the area; however, by that time, the sun had melted the ice.
Witnesses names and phone number
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
<a href="https://lindyproperties.box.com/s/yrg1hkcrzaep2rml9mxipl0c9g9nrh6i">https://lindyproperties.box.com/s/yrg1hkcrzaep2rml9mxipl0c9g9nrh6i</a>
Did this incident involve a resident?
Yes
Resident Name
John Burgett, Jr.
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No