

Date of Incident	01-25-2025
Prepared By	Linda Barder
Reviewed By	Incident Report was reviewed by Brian Kroker on 01-29-2025 at 10:14 PM.
Property	Towers at Wyncote
Time of Incident	03:00:00
Location of Incident	Tower One, 4th Floor elevator lobby area

Report Last Updated By	Update Date
Brian Kroker	01-29-2025
Linda Barder	01-29-2025
Frank Baer	01-29-2025

Incident Type
Slip and Falls
Description of Incident
As guest Vernell Tucker was exiting the elevator she was walking with a cane and holding onto the walls and elevator doors for support, as seen on camera. As Ms. Tucker was turning around she let go of the wall, tumbled over , and fell to the floor. She was helped up by several people around her and a wheelchair was provided by the Concierge.
Corrective action taken at the time of the incident
The floor outside the elevator was checked for any water by the Concierge and Maintenance where none was found.
What we have done related to Customer Service and helping the resident, if anything?
I spoke with Kathleen Downs, the resident in 0424-1 that Ms Tucker was visiting for a baby shower. Ms. Downs said Ms. Tucker was achy and she gave her ibuprofen
Witnesses names and phone number
Sydonnie Downs; 0424-1
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
https://lindyproperties.box.com/s/g4tg192g65ir4u3r0nwqvpj5o2cdjcb4
Did this incident involve a resident?
No
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