

Date of Incident	01-31-2026
Prepared By	Sharon Waples
Reviewed By	Incident Report was reviewed by John Samuel on 02-03-2026 at 10:18 AM.
Property	Haverford Court
Time of Incident	04:03:00
Location of Incident	E319 Kitchen

Report Last Updated By	Update Date
John Samuel	02-03-2026
Sharon Waples	02-02-2026

Incident Type

Misc.

Description of Incident

Rasheeda Williamson, the resident in E319, came home on Saturday January 31, 2026 before 4pm and saw that the right side cabinet fell off of the wall and hit the floor. There were glasses in the cabinet that got broken when the cabinet fell. The resident contacted the emergency answering service at 4:03pm concerning the cabinet. However, the answering service never forwarded the call to the oncall maintenance and the call was not received by the office until Monday. Ron, the Maintenance Supervisor went to the apartment at 8:40 am to check the area where the cabinet fell, the cabinet itself and the other cabinet on the other side. The other cabinet was found to be loose as well. The cabinets were hung up with nails. Ron, called one of the contractors to come and rehang the cabinet to the wall. The resident came to the office this morning to discuss the damages to her glasses. I explained that the resident has to go through her insurance company to get reimbursed. Resident was not happy with that response and wanted to know about vacating her apartment at the end of her lease which would be March 24, 2026. I let the resident know that the time to turn in her 60 days notice has past and that the lease automatically renewed for 12 months. I did tell the resident that I would reach out to the Regional Manager and see if he would be willing to let her turn in notice to vacate after the due date. After the resident left, I contacted the Regional and let him know about the fallen cabinet in the apartment and the resident's request to vacate at the end of her lease. The Regional gave the ok for the resident to turn in notice to vacate after the due date. After speaking with the Regional, I went to the resident's apartment to take photos of the fallen cabinet, the wall the cabinet fell off and the other cabinet. From looking at the other cabinet, I could see that at the top where the cabinet was pulling away from the wall.

Corrective action taken at the time of the incident

Ron called one of our contractors to rehang the cabinet that fell and to secure the other cabinet. The contractor came today.

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

I apologized to the resident in the office for her broken glasses and spoke to her about the steps that would be taken to rehang the fallen cabinet

Witnesses names and phone number

Rasheeda Williamson-(215) 450-7424

Was there security camera footage of this incident?

No

Link to security footage video in Box

http://

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

