

Date of Incident	02-03-2021
Prepared By	Felicia Howell
Reviewed By	Incident Report was reviewed by Lori Kolinchak on 02-04-2021 at 08:46 AM.
Property	Bromley House
Time of Incident	01:00:00
Location of Incident	Bromley House, A building. In front of leasing office

Description of Incident
Charles Brown was standing between his car and a neighbors car when he slid on the ice/snow. Cordia and Felicia went out the office to check and make sure the resident was okay. He said he was fine.
Corrective action taken at the time of the incident
Checked to make sure the resident was fine. Asked the maintenance temp to shovel in the lot where the resident fell.
What we have done related to Customer Service and helping the resident, if anything?
Asked the resident if he needed emergency services. Texted the M & M Lawncare and asked them to plow the lot once more. Also have the play company scheduled to clean the lot of snow while vehicles are moved from the lot.
Witnesses names and phone number
Dawn Buck 215-224-4046
Is criminal activity involved
No
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Charles Brown
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
Yes
Vendor Name
M & M Lawncare

