

Date of Incident	02-07-2026
Prepared By	Nilsa Reyes
Reviewed By	Incident Report was reviewed by John Samuel on 02-09-2026 at 05:13 PM.
Property	Joshua House
Time of Incident	11:00:00
Location of Incident	2607 Welsh Road A Building - back exit weather conditions: high was 28 degrees and low was 4 degrees, wind factor making it feel like -9 degrees. Steps were salted and slush as well

Report Last Updated By	Update Date
Nilsa Reyes	02-10-2026
Nilsa Reyes	02-10-2026
John Samuel	02-09-2026
Nilsa Reyes	02-09-2026

Incident Type

Slip and Falls weather related

Description of Incident

Nicolas Hernandez (a transfer from Meadowbrook apartments) 2607 Welsh Road Back of A Building Steps - Once agent met with prospect inside Apartment E101 for a show, Mr. Hernandez explained that he had fallen outside the back steps while carrying the baby carrier, with the baby zipped inside. He stated that the carrier shielded the baby from the fall, but that he was feeling sore.

Corrective action taken at the time of the incident

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

The agent apologized and informed both him and his wife that she would report the incident to management and that someone from our team would follow up with him next week.

Witnesses names and phone number

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

