

Date of Incident	02-15-2026
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Brett Goldenhorn on 02-16-2026 at 05:54 PM.
Property	251 Dekalb
Time of Incident	21:45:00
Location of Incident	East tower, exterior main entrance steps.

Report Last Updated By	Update Date
Brett Goldenhorn	02-16-2026

Incident Type
Slip and Falls
Description of Incident
Resident, Rachael Lugo, exited the East tower main entrance, with her two dogs. When stepping onto the first step, Rachael slipped and fell.
Corrective action taken at the time of the incident
Rachael informed the management office of the incident by email. I, Stephen Cicala, reached out to Rachael and obtained information regarding the slip and fall. Rachael said due to the snowy conditions last evening made the area slippery.
What we have done related to Customer Service and helping the resident, if anything?
I communicated to Rachael that I would ask the maintenance team to make sure wet floor signs were in this area. Also, I will discuss with maintenance on additional addition slip resistant mats in this area. A wet floor sign was visible in this area when Rachel had her slip and fall.
Witnesses names and phone number
N/a
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://Security video was recorded and saved in the management office.
Did this incident involve a resident?
Yes
Unit
E0420
Resident Name
Rachael Lugo
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

