

Date of Incident	12-12-2020
Prepared By	Adrinne Rose
Reviewed By	Incident Report was reviewed by Lori Kolinchak on 02-17-2021 at 05:43 PM.
Property	Meadowbrook
Time of Incident	09:00:00
Location of Incident	Building 404 Steps

Description of Incident
On Wednesday, February 17, 2021 - received an email from Michelle Shull sent on Tuesday, February 16, 2021 at 10:51 p.m. Stating - "I also contacted regarding the broken step outside our unit that my 13 year stepped on and it crumbled and she broke her foot in 3 places. She had surgery on the 15th of December and was in a cast for 6 wks and now in a boot till the 1st of March. I asked if someone can please evaluate this step. It's been broke since two years ago when I fell down it and they came around and patched it back up". I called Michelle - she mentioned her daughter broke her leg in 3 places on December 12, 2020 and she had sent an email to us with the information and have not heard from anyone. I told her I am sorry I have not seen an email from her; she then stated it was sent to another member of Lindy, she could not recall - I asked her if she wished she could forward the email to me. Michelle expressed the hardship she is experiencing - I gave her the name of 2 agencies that can potentially help. On February 11, 2021 - Gregg smith reported to Paul Oneto that while shoveling the step at 401 - his shovel cracked the concrete on the step.
Corrective action taken at the time of the incident
1. Check the steps 2. Ensure the area is salted 3. Reassure Michelle that as soon as the weather break we will have the step fixed by a Contractor.
What we have done related to Customer Service and helping the resident, if anything?
Called the resident expressed sympathy and check on recovery process of her child. Mentioned I will follow up with her regarding the recovery of her child.
Witnesses names and phone number
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
Michelle Shull
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

