

Date of Incident	02-07-2025
Prepared By	Natalie Dixon
Reviewed By	Incident Report was reviewed by Alison Snyder on 02-19-2025 at 07:53 PM.
Property	Gardens of Mt. Airy
Time of Incident	06:45:00
Location of Incident	Rear parking lot at Gardens of Mt. Airy.

Report Last Updated By	Update Date
Alison Snyder	02-19-2025
Natalie Dixon	02-19-2025

Incident Type
Auto Accident
Incident Type Category
Residents
Description of Incident
On Monday February 18, 2025, Donna Hou of Apt A07 reported that she hit the rear parking lot fence with her vehicle. She reported that it occurred while pulling out of her parking spot on 2/7/25 at 6:45 AM to go to work. Her window was not completely defrosted so she couldn't see clearly causing her to hit the fence. This caused damage to the front passenger side of her car and the end of our fence. The fence is bent forward. Progressive insurance claim was filed with claim number 25-551351759. Insurance adjuster is Rebecca Dehart, contact number at 440-932-3510.
Corrective action taken at the time of the incident
The accident was reported to us after the event, and we've now assessed damage and will obtain quotes for the repair to be submitted to her car insurance for reimbursement.
What we have done related to Customer Service and helping the resident, if anything?
I reached out to the resident to see if she was OK and thanked her for letting us know.
Witnesses names and phone number
No witnesses
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Unit
A07
Resident Name
Donna Hou
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

