

<b>Date of Incident</b>	02-20-2026
<b>Prepared By</b>	Stephen Cicala
<b>Property</b>	251 Dekalb
<b>Time of Incident</b>	11:40:00
<b>Location of Incident</b>	East tower exterior steps, outside the main entrance.

**Incident Type**

Slip and Falls weather related

**Description of Incident**

Charlotte Frey, resident from apartment S110, contacted the management office and emailed me, Stephen Cicala, to communicate she slipped and fell on the steps. Please see the attached picture of her injury to her left leg.

**Corrective action taken at the time of the incident**

I contacted the maintenance team to inspect the area and make sure wet floor signs are in this area. Also, make sure all mats are lined up properly for residents/guest to walk on. Maintenance has already been notified to put slip proof pads on the steps. Wet floor signs have been posted in this area since Monday, 2/16/26. Please see the attached picture.

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

I responded to Charlotte's email and expressed my sympathy for her slip and fall incident. I communicated to her to contact me or the management office if she needed anything. Charlotte requested a claim be opened with our Liability Insurance because she stated she has communicated this area is dangerous.

**Witnesses names and phone number**

N/a

**Was there security camera footage of this incident?**

Yes

**Link to security footage video in Box**

http://Currently the East tower is offline. Vector Security has been contacted so I can retrieve video footage.

**Did this incident involve a resident?**

Yes

**Unit**

S0110

**Resident Name**

Charlotte Frey

**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

