

<b>Date of Incident</b>	02-24-2026
<b>Prepared By</b>	Linda Barder
<b>Reviewed By</b>	Incident Report was reviewed by Brett Goldenhorn on 02-25-2026 at 03:01 PM.
<b>Property</b>	Towers at Wyncote
<b>Time of Incident</b>	05:15:00
<b>Location of Incident</b>	Tower One Steps

<b>Report Last Updated By</b>	<b>Update Date</b>
Brett Goldenhorn	02-25-2026

**Incident Type**

Slip and Falls weather related

**Description of Incident**

Resident Elise McRae, unit 0209?1, reported that while entering the building and walking down the steps, she slipped and fell, injuring the lower portion of her back. The resident did not seek medical attention at that time.

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

The resident informed Concierge Miles Hamilton, who immediately applied salt to the affected area. Miles also took photographs and noted that the ice appeared to be caused by water dripping from the first floor. On?call Maintenance was notified and responded promptly. Maintenance chipped away the remaining ice and applied additional salt to ensure the area was made safe.

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

Spoke to resident.

**Witnesses names and phone number**

Ms. McRae also contacted the Leasing Office and spoke with me. She advised that an unidentified gentleman assisted her in getting up after the fall; however, she does not know his name.

**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**

0209-1

**Resident Name**

Elise McRae

**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

