

Date of Incident	03-18-2025
Prepared By	Natalie Dixon
Reviewed By	Incident Report was reviewed by Natalie Dixon on 03-19-2025 at 10:32 AM.
Property	Willow Bend
Time of Incident	11:32:00
Location of Incident	Willow Bend A105 kitchen and living room

Report Last Updated By	Update Date
Natalie Dixon	03-19-2025

Incident Type

Misc.

Description of Incident

Miss Anna called the Fire Dept, because she said she saw a smoke and orange fire on her stove. The Fire Dept, myself, Cortney Brown, the maintenance technician all verified that there was no fire/smoke the home. After I left the apartment to go to the fitness center and other buildings, she then came back outside, waving me down, telling me that their smoke coming out of the dining room wall now. I went back in, and I looked and took pictures and there was no smoke.

Corrective action taken at the time of the incident

Reassure and Miss Ana, that there is no smoke or fire, but nevertheless to call us if she sees anything

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

I advised her that I will be calling her daughter to let her know that the Fire Dept was in her apartment today in regard to her seeing smoke and fire.

Witnesses names and phone number

Cortney Brown maintenance technician 216-740-1771.

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

A105

Resident Name

Anna Attaway

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

