

Date of Incident	03-30-2023
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Lori Kolinchak on 03-30-2023 at 06:16 PM.
Property	251 Dekalb
Time of Incident	12:14:00
Location of Incident	East 1 ground floor elevator lobby

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other
Description of Incident
Paul Brown, from E412, was exiting the East 1 ground floor elevator on 3/30/23 at 12:14:06. Located outside the elevator, on the right side, was a Home Depot type dolly rolling cart that was left by a resident in the lobby on 3/28/23 at 21:04:33. Then on 3/29/23 at 12:15:21, the cleaner moved near the elevator when mopping the floor. When Paul exited the elevator, with his dog (unauthorized animal), his dog was up by his face and it looks as though Paul couldn't see the cart and tripped over it. Residents and guests were passing the cart the entire time it was there and had no issues.
Corrective action taken at the time of the incident
Paul called the Management Office shortly after and Natalie Dixon answered the phone. When Natalie answered Paul said, yeah you can help me, and then proceeded to use very foul language.. Natalie then replied, "language". Paul then said, no I'm not going to watch my language. He continued to curse and use foul language. Natalie then said she is hanging up. Paul called back and Mike Gray answered and Paul said put Stephen on the phone. Mike then asked who's calling and Paul said, it doesn't matter, using more foul language asking for Stephen. Paul called back again and I, Stephen Cicala, answered the phone and he said that there is a cart in the lobby of East 1 that he tripped over. He said that his dog may have a broken leg and that he's going to the ER and we'll be paying for his medical bills. I told Paul that we'll have the cart removed and investigate what happened. He then asked that I tell him that we're going to pay his bills. I told Paul I'm not agreeing to that, but I'll send the maintenance team down to the lobby to remove the cart. He wouldn't stop pressing me with questions about his bills and other things, that I told Paul that I was ending the call and to let me know later if I can assist him with anything. I then ended the call. I contacted Lori and she has been in touch with Cohen's office to begin lease termination.
What we have done related to Customer Service and helping the resident, if anything?
Mike Gray and Kenny Poteat went to the East 1 ground floor lobby and moved the cart at 12:33:40.
Witnesses names and phone number
Na
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://Footage has been downloaded.
Did this incident involve a resident?
Yes
Unit
E0412
Resident Name
Paul Brown
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

