

Date of Incident	04-18-2025
Prepared By	Alison Snyder
Reviewed By	Incident Report was reviewed by Alison Snyder on 04-18-2025 at 11:50 PM.
Property	Gardens of Mt. Airy
Time of Incident	12:10:00
Location of Incident	Unit A16

Report Last Updated By	Update Date
Alison Snyder	04-18-2025
Alison Snyder	04-18-2025

Incident Type
Property Damage

Incident Type Category
Fire

Description of Incident
At 12:10PM, Emergency Response reported to Alison Snyder that there was a fire alarm at the building and the fire department was being dispatched. Alison notified Luke Krause, Maintenance Supervisor, and Natalie Dixon, Community Director of the notification. Luke responded that he was on his way to check. Luke and the fire department arrived on-site at the same time. The fire department saw smoke coming out from A16's front door. Luke unlocked the door and the fire department started working on putting water on the fire. They ran hoses through the front door, and broke the window facing the parking lot to put the fire out. The fire was contained to only unit A16.

Corrective action taken at the time of the incident
Natalie contacted Alison again to confirm that there was a fire. Alison contacted Mike Jacobus, Regional Maintenance Director, and Brian Kroker, COO. Mike Jacobus reported to the property, along with the 3 other maintenance technicians-Herbert Turner, Owen Barrett, and Cortney Brown. Once the fire was out, the fire department conducted an investigation-we are awaiting the final report but it appears that it was accidental, and most likely a space heater. The maintenance team started cleaning up the water in the lobby, entrance, and hallways and installed some fans in the common areas to clear the smoke out. Mike Jacobus called Disaster Solutions to clean up the damage, install fans, board up the broken window, etc. They arrived at approximately 2:00PM.

What we have done related to Customer Service and helping the resident, if anything?
Natalie called the resident, Jessica Trout, who was not at home to let her know of the incident. The resident returned to the property at about 1:30pm. The resident was instructed to contact her renter's insurance-she made a claim with Progressive #1499936-253921. The resident will be transferring to the vacant unit A15. A notification will be sent out to the other residents letting them know of the incident/accident.

Witnesses names and phone number
Luke Krause 484-903-1687 Natalie Dixon 267-249-3779 Mike Jacobus 215-990-3618

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
A16

Resident Name
Jessica Trout

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?
Yes

What is the estimate of the loss?
\$10,000

