

Date of Incident	04-23-2021
Prepared By	Amber Johnson
Reviewed By	Incident Report was reviewed by John Samuel on 04-24-2021 at 12:07 PM.
Property	Haverford Court
Time of Incident	08:30:00
Location of Incident	E223 living room

Description of Incident
<p>Around 8:35 pm, I received a call from Mike Jacobus about the ceiling in e223 falling in. I talked to the building monitor and she told me that there was a loud noise and the res in E223 knocked on her door to tell her the living room and dining ceiling had fallen . She went over to help them and took pictures and called me to fill me in and said Levi was on site. Mike jacobus, Ronald Francisand Matthew Mortonall arrived before 9:30. Mike told me he talked to Brian and to work on getting a hotel for the res. I called John on my way to the property to ask him what to do. I got to the property and talked the res and family and let them know we would get a room for them and that contractors would be in their apt tomorrow for repairs.</p>
Corrective action taken at the time of the incident
<p>Levi was dispatched for on call. He calle dMike Jacobus, who called me,Ron and Matt, who all came to the site. Building monitor, Ms.Kay, assisted the res and ushered them to community room on my instructions.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>We secured a hotel for them for the evening and scheduled repairs. Maintenance cleaned all the debris and left area ready for contractors work. We offered them food and water and a place to sit while they waited</p>
Witnesses names and phone number
<p>Amber -215-356-4203 Ron- 267-673-5393 Mike Jacobus- 215-990-3618</p>
Is criminal activity involved
<p>No</p>
Was there security camera footage of this incident?
<p>No</p>
Link to security footage video in Box
<p>http://</p>
Did this incident involve a resident?
<p>Yes</p>
Resident Name
<p>Ina Gray</p>
Did this incident involve a Lindy team member?
<p>No</p>
Did this incident involve a vendor?
<p>No</p>

