

Date of Incident	04-27-2025
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Brian Kroker on 05-02-2025 at 05:34 PM.
Property	251 Dekalb
Time of Incident	06:00:00
Location of Incident	West ground floor hallway, near the loading dock

Report Last Updated By	Update Date
Brian Kroker	05-02-2025
Stephen Cicala	05-02-2025

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other
Description of Incident
<p>Fatima emailed the management office on Monday, 4/28 at 7:41 p.m. to notify me that the ceiling tile fell on her should the day before, Sunday, 4/27, at 6 p.m. on the ground floor hallway of the West tower. She said she notified the police and reported the incident. I asked Jason Aleman, our maintenance supervisor to check and I also inspected the area, and we couldn't confirm where the incident occurred. Fatima emailed me on Wednesday, 4/30, at 9:59 a.m. with pictures of the fallen ceiling tile. I contacted the maintenance team and cleaning contractor to see who cleaned up the ceiling tiles that fell. Jermain Taylor, our maintenance tech, informed me that he was working on Sunday, 4/27, between 10 a.m. - 2 p.m. and said he cleaned up the tiles. He also said that he needed to repair the metal drop ceiling rods because they were bent, like a piece of furniture hit the ceiling causing the tiles to fall. As of 5/2, I received an email from Fatima's attorney, Jeremy Schoeder, 215-948-3240, asking our legal team to report this matter to our insurance carrier.</p>
Corrective action taken at the time of the incident
<p>Followed up with the resident, asked if they were okay. I had email correspondence with the resident all week to get all the facts because our team couldn't locate where this incident took place. I contacted Brendan Dougherty, from the Upper Merion Police Department, and provide him with Police Report# 25-09862 and asked for assistance. No response though.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>Maintenance and myself went to the area to make sure the drop ceiling panels were removed and new ones were replaced. Also, Jermain, repaired the metal ceiling tracks.</p>
Witnesses names and phone number
N/a
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
W0810
Resident Name
Fatima Zahra Elkhart
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

