

Date of Incident	04-29-2024
Prepared By	Linda Barder
Reviewed By	Incident Report was reviewed by Brian Kroker on 05-04-2024 at 07:47 PM.
Property	Towers at Wyncote
Time of Incident	21:45:00
Location of Incident	8460 Limekiln Pike, Apartment 0325 Wyncote PA; BALCONY

Report Last Updated By	Update Date
Brian Kroker	05-04-2024

Incident Type
Misc.
Description of Incident
A section of the iron panel on the balcony of unit 325 in Tower 1 fell while a child was playing on the balcony. No injuries were sustained as the male managed to grab the child, stopping the child from falling off the balcony. There were no individuals seated below on the ground-level patio at the time.
Corrective action taken at the time of the incident
Charlie Caroselli, our on-call maintenance individual, responded to the incident immediately after it occurred. He took a video of what happened and advised the resident not to go out onto the balcony. The next day, Josh Kozich, Mike Jacobus and Paul Oneto inspected the balcony condition as well as other balconies. The following day, a maintenance team of 10 maintenance technicians added fasteners to each balcony inlay panel to ensure they are secured properly.
What we have done related to Customer Service and helping the resident, if anything?
Fatima Abdus-Shakur mother of the child requested an immediate transfer which we were able to accommodate, she is transferring into her new apartment on Saturday, May 4th.
Witnesses names and phone number
Charlie our on call maintenance tech was called and arrived at the location. Charlie took a video of the conversation that took place between the resident and himself.
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://Will send separately, the video was recorded by Charlie, on call maintenance.
Did this incident involve a resident?
Yes
Unit
0325-1
Resident Name
Fatima Abdus-Shakur
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No