

<b>Date of Incident</b>	04-04-2025
<b>Prepared By</b>	Stephen Cicala
<b>Reviewed By</b>	Incident Report was reviewed by Brian Kroker on 05-06-2025 at 08:54 PM.
<b>Property</b>	251 Dekalb
<b>Time of Incident</b>	02:00:00
<b>Location of Incident</b>	West tower, apartment W817.

<b>Report Last Updated By</b>	<b>Update Date</b>
Brian Kroker	05-06-2025
Stephen Cicala	05-06-2025

Incident Type
Misc.
Description of Incident
The Answering Service called Kenny Poteat at 2 a.m. stating that the Fire Department was at apartment W817 due to a smoke detector going off in the apartment. TAS asked Kenny for access to the apartment for the Fire Department, as the resident was not home. Kenny went to the apartment after getting the apartment keys from the management office. Kenny noticed that the lock was damaged, but the key still did work. The Fire Department was already at the apartment door. However, Kenny assisted with the primary key. Kenny and the Fire Department entered and couldn't find what smoke detector was going off.
Corrective action taken at the time of the incident
Kenny replaced all smoke detectors as a precaution.
What we have done related to Customer Service and helping the resident, if anything?
Kenny spoke with the resident the following morning and replaced the apartment door lock that was damaged.
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
W0817
Resident Name
Surya Uppunuthula
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

