

Date of Incident	04-29-2024
Prepared By	Linda Barder
Reviewed By	The Incident Report was Not reviewed.
Property	Towers at Wyncote
Time of Incident	21:45:00
Location of Incident	8460 Limekiln Pike, Apartment 0325 Wyncote PA; BALCONY, Unit 325-1

Report Last Updated By	Update Date
Brian Kroker	05-09-2024

Incident Type
Misc.
Description of Incident
A section of the balcony railing inlay panel fell while a child was playing on the balcony. No injuries were sustained as the male managed to catch the child. There were no individuals seated below on the ground-level patio at the time.
Corrective action taken at the time of the incident
Our on-call maintenance person, Charlie Caroselli responded. The next day Mike Jacobus and Paul Oneto inspected the damaged balcony railing and others in the building. The following day a large maintenance team reinforced every Tower one balcony inlay panel.
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 Caroselli 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. This video was sent to Janice Gregg via email.
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://
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

