

<b>Date of Incident</b>	05-27-2022
<b>Prepared By</b>	Lisa Shuler
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 06-08-2022 at 10:26 PM.
<b>Property</b>	Gateway Towers
<b>Time of Incident</b>	01:30:00
<b>Location of Incident</b>	Grass area left of the pet station closest to the leasing office

<b>Incident Type</b>
Slip and Falls
<b>Description of Incident</b>
Resident reported that she fell as a result of the grass being unlevelled while walking dogs
<b>Corrective action taken at the time of the incident</b>
We were not made aware of the incident until 6/6/2022. Resident displayed a video of her falling; stated that she would email the video; however, it has not been received. Resident was called to retrieve that video but she has not yet responded. Video camera on time and date were reviewed but incident was not seen. We are following up with the resident for further information.
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
Followed up with phone call to check on resident; stated that she was tired and resting and would send video and pictures later.
<b>Witnesses names and phone number</b>
No known witness; however, resident has displayed pictures and video of the fall.
<b>Was there security camera footage of this incident?</b>
No
<b>Link to security footage video in Box</b>
http://
<b>Did this incident involve a resident?</b>
Yes
<b>Resident Name</b>
Johanna Grassia
<b>Did this incident involve a Lindy team member?</b>
No
<b>Did this incident involve a vendor?</b>
No

