



Date of Incident	06-08-2020
Prepared By	Frank Baer
Property	Towers at Wyncote
Time of Incident	12:57:00
Location of Incident	506-2 balcony

Description of Incident
Felicia Lockhart left message that resident above washed their balcony with a cleaning agent that dripped into her eye. I called resident back and apologized. We are emailing resident floors above warning to not clean and wash down to lower floors . Resident requested we pay for her ER medical bills. I conveyed we do not reimburse for this.
Corrective action taken at the time of the incident
Apologized. Sending resident communication warning to upper floors
What we have done related to Customer Service and helping the resident, if anything?
Follow up
Witnesses names and phone number
Just resident Felicia Lockhart 215-432-8355
Is criminal activity involved
No

