

Date of Incident	06-27-2021
Prepared By	Kaitlin Benner
Reviewed By	Incident Report was reviewed by John Samuel on 06-29-2021 at 12:31 PM.
Property	Olney Plaza
Time of Incident	09:00:00
Location of Incident	In the bedroom of apartment 311

Description of Incident
Drywall detached from the ceiling of the bedroom in apartment 311 at Olney Plaza, the resident was not in the bedroom at the time of the incident. There was not rain or previous water damage, it is believed the drywall unattached from the existing screws in the ceiling joist over time.
Corrective action taken at the time of the incident
Maintenance reported to the oncall, the resident sent him away for the night to deal with the issue in the morning
What we have done related to Customer Service and helping the resident, if anything?
Reported first thing in the morning to the residents apartment, had contractors clean the room and move the residents belongings. Resident was offered to stay in model unit at York House in the meantime while the ceiling is being repaired, But she refused and is staying with a friend.
Witnesses names and phone number
Stacey Johnson: 267-666-8254 Shawn Hargett: 267-637-4748
Is criminal activity involved
No
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Stacey Johnson 311
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

