

Date of Incident	07-02-2025
Prepared By	Sharon Waples
Reviewed By	Incident Report was reviewed by John Samuel on 07-09-2025 at 12:18 AM.
Property	Haverford Court
Time of Incident	11:30:00
Location of Incident	E123's Living room

Report Last Updated By	Update Date
John Samuel	07-09-2025
Sharon Waples	07-08-2025

Incident Type
Misc.
Description of Incident
On Wednesday July 2nd, the resident in E123 called the answering service to report that the ceiling in the living room fell. Ron, the maintenance supervisor, went to the apartment to assess the damage and clean up the fallen ceiling debris.
Corrective action taken at the time of the incident
Ron cleaned up the fallen ceiling in the living room and made sure that the resident was ok.
What we have done related to Customer Service and helping the resident, if anything?
I called the resident on Thursday Morning to make sure that the resident was ok. I also went to the resident's apartment to check the damage and take photos. The resident did make a claim with their insurance company for any damage items. Painters went to apartment on Thursday July 3rd to repair the living room ceiling and completed the repair on Tuesday July 8th.
Witnesses names and phone number
Dorcine McNeil-(215)605-3006 Ron Francis-(267)673-5393 Sharon Waples(267)437-0086
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
E123
Resident Name
Dorcine McNeil
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?
Yes
What is the estimate of the loss?

