



<b>Date of Incident</b>	05-01-2020
<b>Prepared By</b>	Frank Baer
<b>Property</b>	Towers at Wyncote
<b>Time of Incident</b>	09:30:00
<b>Location of Incident</b>	Towers 3 package room

### Description of Incident

Fred Schwartz sent an email yesterday 7/15 about package issues ,and related to an incident that occurred back in May. He claims he never reported it but is now. He stated that he had a large heavy package ; he was in package room and asked concierge Vernell to hold the cart while he tried to lift. He claims during this process cart moved forward and he tore his bicep and tendon from bone. He claims he has physical therapy now after an operation.

### Corrective action taken at the time of the incident

Concierge assisted resident with package

### What we have done related to Customer Service and helping the resident, if anything?

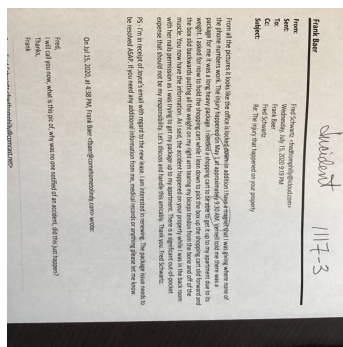
We followed up to email with a call and filed report; it is more than 2 months after incident.

### Witnesses names and phone number

Vernell Pierce concierge #2673453873

### Is criminal activity involved

No



July 17, 2020  
 What I remember about Fred Schwartz Building 3-1173. I seen him walking by, so I told him he had a large package in the package room. He said okay I'll get it after he takes the dog upstairs. So he came back down I gave him the Valet cart he went to pick the box up and all heard him say is he pull his arm out of socket he stood there massaging his arm for about 5 mins. Then he continue to put the heavy equipment on to the valet cart, got on the freight elevator.  
 My statement  
 Vernell Pierce  
 Oversize package over 15 pound should not come to the package room.