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| Date of Incident | 07-21-2021 |
| Prepared By | Josh Kozich |
| Reviewed By | Incident Report was reviewed by Brian Kroker on 07-22-2021 at 07:38 AM. |
| Property | Towers at Wyncote |
| Time of Incident | 04:15:00 |
| Location of Incident | Apartment Ph21-2 |

| Description of Incident |
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| During a thunderstorm the ceiling separated about 1/2 inch from the wall in Ph21-2 in the living room, hallway, office, and bedroom closet. Other than the wall separation, there was no water or any other damage. I used FaceTime to have Mike Jacobus look at it and he believed the residents were fine staying there. Cooper Roofing is scheduled to come out tomorrow, July 21st to examine the cause. Brian and Frank were both notified and involved. |
| Corrective action taken at the time of the incident |
| FaceTime with Mike Jacobus to verify walls are structurally sound and Cooper Roofing will be out to inspect the roof tomorrow, July 22nd. |
| What we have done related to Customer Service and helping the resident, if anything? |
| Informed residents of the plan of action with Cooper Roofing coming out to inspect the roof tomorrow, July 22nd and then the repairs to fix the wall and ceiling once the cause is determined. |
| Witnesses names and phone number |
| Josh Kozich 215-514-0218 Alex Tentyuk 215-869-4905 Mike Jacobus - 215-990-3618 |
| 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? |
| No |
| Did this incident involve a Lindy team member? |
| No |
| Did this incident involve a vendor? |
| No |

