

Date of Incident	07-24-2024
Prepared By	Andrea Reusser
Reviewed By	Incident Report was reviewed by Alison Snyder on 07-25-2024 at 05:38 PM.
Property	Overlook Apartments
Time of Incident	17:19:00
Location of Incident	Overlook Hills 1569 Building entrance

Report Last Updated By	Update Date
Alison Snyder	07-25-2024
Andrea Reusser	07-25-2024

Incident Type
Auto Accident
Incident Type Category
Residents
Description of Incident
James Rice of unit 14 reported that he was entering the parking lot and ran over an exposed piece of metal from a knocked down parking sign. The sharp piece of the post still embedded in the concrete was not marked/covered and when entering the lot, the resident ran over the metal, puncturing their tire. Resident called roadside assistance to change his tire, then called to order a new tire. He called to report the incident and requested that we reimburse him for the cost of the tire and remount.
Corrective action taken at the time of the incident
James put a cone over the exposed part of the pole to mark it. Will have the metal piece cut off so there is nothing sticking out.
What we have done related to Customer Service and helping the resident, if anything?
Apologized to resident, asked him to send receipts for review to see if we can reimburse him
Witnesses names and phone number
N/A
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
James Rice unit 14
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?
No

