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| <b>Date of Incident</b>     | 08-15-2022  |
| <b>Prepared By</b>          | Linda Barder  |
| <b>Reviewed By</b>          | Incident Report was reviewed by Brian Kroker on 08-17-2022 at 06:36 PM. |
| <b>Property</b>             | Towers at Wyncote   |
| <b>Time of Incident</b>     | 05:50:00  |
| <b>Location of Incident</b> | Tower (2) lobby level garage  |

| Incident Type  |
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| Slip and Falls   |
| Description of Incident  |
| Ursula Young, Concierge in Tower (2) was working the front desk when resident Latasha Newkirt reported that she fell in the lobby level garage due to an oily slippery like substance on the ground. Ursula and Latasha's husband Brian witnessed the substance on her clothes.  |
| Corrective action taken at the time of the incident  |
| Latasha showed Ursula where the fall too place and Ursula put a wet floor caution sign out then called on call maintenance, Joe Cooper arrived and found that the a/c drain line for the gym in building (2) broke and started leaking. The leak has been fixed and the floor had been mopped clean. Joe said the resident walked right through the puddle when she could have walked around it. |
| What we have done related to Customer Service and helping the resident, if anything?   |
| Ursula asked the resident if she was okay, she said her whole right side of her body, and her left hand and wrist is hurting her from the fall.  |
| Witnesses names and phone number   |
|  |
| 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  |
| Latasha Newkirt, 1209-2  |
| Did this incident involve a Lindy team member?   |
| No   |
| Did this incident involve a vendor?  |
| No   |

