



Date of Incident	08-16-2023
Prepared By	Joseph Cooper
Reviewed By	Incident Report was reviewed by Alison Snyder on 08-17-2023 at 02:22 PM.
Property	Mt. Airy Place
Time of Incident	01:00:00
Location of Incident	Mt Airy A building A1 windows

Incident Type
Vendor Activity
Incident Type Category
Damage to Property
Description of Incident
M&M was servicing Mt Airy grounds and while they were mowing the lawn, the lawnmower launched debris into windows causing them to break (two windows in total).
Corrective action taken at the time of the incident
Only the outside glass is cracked. No cleanup was needed. Called window/glass company for repairs. Reported incident to M&M supervisor to reimburse for damages.
What we have done related to Customer Service and helping the resident, if anything?
Notified residents whose windows were broken of the incident and that repairs will be done.
Witnesses names and phone number
Luis Cruz M&M lawncare
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?
Yes
Vendor Name
M&M lawncare

