

Date of Incident	08-13-2024
Prepared By	Melissa Verdon
Reviewed By	Incident Report was reviewed by Melissa Verdon on 08-30-2024 at 01:32 PM.
Property	Gateway Airport Townhomes
Time of Incident	09:00:00
Location of Incident	8432 Gibbs Place backyard

Report Last Updated By	Update Date
Melissa Verdon	08-30-2024

Incident Type
Misc.
Description of Incident
Mr. Guess emailed Melissa on August 13th, 2024 to explain that there are overgrown vines and a stump from our property at 8430 Gibbs Place that had damages his heat pump. He ask us for reimbursement for the repairs.
Corrective action taken at the time of the incident
It was explained to Mr. Guess from John Samuel and Melissa Verdon that we would take care of cutting back the vines and the stump, but we cannot reimburse him for the damages. He would have to go through his insurance.
What we have done related to Customer Service and helping the resident, if anything?
We have cut back the vines and took care of the stump.
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?
No
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?
Yes
What is the estimate of the loss?
unsure at this time

