

Date of Incident	08-26-2024
Prepared By	Lori Kolinchak
Reviewed By	Incident Report was reviewed by Brian Kroker on 09-03-2024 at 08:31 PM.
Property	Meadowbrook
Time of Incident	11:00:00
Location of Incident	Interior entrance to building 366

Report Last Updated By	Update Date
Brian Kroker	09-03-2024
Lori Kolinchak	09-03-2024

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other

Description of Incident
Danielle was moving out and didn't realize floor was wet. Clean Tech had cleaned carpets. Resident said there were no wet floor signs. She hit her head and stated her back and legs hurt. She is recovering from a car accident and planned to go to hospital to be checked out. The time is estimated as I've been unsuccessful confirming with resident. I did confirm with Clean Tech that the carpets were cleaned in this building on 8/26. They indicated that their policy is to use wet floor signage and that they would follow up with their team.

Corrective action taken at the time of the incident
NA due to late notification. However, I did call Clean Tech about the incident and their procedures. Note: This resident was moving out due to non renewal for payment history and is carrying a balance and had a landlord/tenant hearing on 8/28.

What we have done related to Customer Service and helping the resident, if anything?
I contacted the resident by email on 9/2 after my return from vacation. She had emailed me on 8/26 in the evening. She did not make an attempt to reach Tiehira Thompson per my out of office message. She said "I am ok just in pain. She already had appointments with orthopedic and physical therapist. I tried to reach by phone on 9/3 for additional details but was not successful. See images of email exchange.

Witnesses names and phone number
NA

Was there security camera footage of this incident?
No

Link to security footage video in Box
http://

Did this incident involve a resident?
Yes

Unit
366

Resident Name
Danielle Gulledge (former resident effective 8/27/24)

Did this incident involve a Lindy team member?
No

Did this incident involve a vendor?
Yes

Vendor Name
Clean Tech

Should this incident be reported to the residents renters insurance policy?
No

