

Date of Incident	09-03-2023
Prepared By	Joseph Cooper
Property	Gardens of Mt. Airy
Time of Incident	05:30:00
Location of Incident	Living room ac unit

Incident Type
Misc.
Description of Incident
Resident claims that the AC unit "exploded" while off and them not home. They moved in on the day of the incident. Upon further inspection, all signs indicate the AC unit was running and was hit by something, causing it to break and small parts hit the moving fan ricocheting them forward.
Corrective action taken at the time of the incident
Swapped out AC unit
What we have done related to Customer Service and helping the resident, if anything?
Cleaned up all the AC and installed new one
Witnesses names and phone number
Resident claims not to be home when it happened
Was there security camera footage of this incident?
No
Link to security footage video in Box
Did this incident involve a resident?
Yes
Unit
A10
Resident Name
khajuan bullock
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

