

Date of Incident	08-31-2024
Prepared By	Ketty Bailey
Reviewed By	Incident Report was reviewed by Alison Snyder on 09-06-2024 at 09:36 PM.
Property	Warrington Crossings
Time of Incident	09:00:00
Location of Incident	Apt D21

Report Last Updated By	Update Date
Alison Snyder	09-12-2024
Alison Snyder	09-06-2024
Ketty Bailey	09-06-2024

Incident Type
Misc.
Description of Incident
Maintenance reported to apt D21 Resident-Bonnie Lipschutz on Saturday August 31 because the resident reported that she had a bat in her apartment. Bonnie called the corporate office on Thursday 9/5 to report that she was going to the doctor to get rabies shots. She never reported to maintenance that she got bit when they were there to remove it.
Corrective action taken at the time of the incident
Archie Tighlman from Maintenance Dept removed the bat from the apartment on Saturday morning. Western Pest is coming to the property on Monday to inspect the building.
What we have done related to Customer Service and helping the resident, if anything?
Ketty Bailey, Community Director, reached out to the resident several times after the residents call to corporate, and went to the apartment today to try to contact her however was unsuccessful. Will get more details from the resident when she calls back. When the resident called back, Ketty spoke to her. Per Ketty: I asked if she is ok- and she said -yes- And that she got the shot from the doctor because she wanted to make sure she did not get Rabies from the bat. She was not sure she got bit but did not want to take any chances.
Witnesses names and phone number
Bonnie Lipshultz 215-880-4003
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
Bonnie Lipschutz
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?
No

