

Date of Incident	09-07-2023
Prepared By	Amber Johnson
Reviewed By	Incident Report was reviewed by John Samuel on 09-07-2023 at 10:44 PM.
Property	York North (YONO)
Time of Incident	17:16:00
Location of Incident	York North Front entry

Incident Type
Misc.
Description of Incident
A guest visiting apt 811 came to the office around 5:16 to say a screen had fallen from the building and hit her in the head. She said she was smoking a cigarette standing to the left of the front doors as you exit. I went to look and saw a screen on the ground. I walked into the circle and could see 3 windows with missing screens , but could not tell where it came from. She said she did not hear any screaming or sounds when it fell. I called John and he told me to get her information. I asked her if she was hurt and she said she was unsure if she needed to go to the hospital. I took her name and phone number and called Shawn to come take a look at the screen. After she left, I reviewed the camera and could see the screen fall at 5:16, but it landed just to the left of where she was standing. It did not hit her in the head. We also checked her to see if there was any visible cut or damage and there was none.
Corrective action taken at the time of the incident
I took the guests information, I checked the areas she said it came from and I called the maintenance supervisor. I reviewed the cameras and took photos.
What we have done related to Customer Service and helping the resident, if anything?
I took the guests information, I checked the areas she said it came from and I called the maintenance supervisor.
Witnesses names and phone number
there was not a witness to this
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
https://lindyproperties.box.com/s/nrfn3e8mbz9hjbrn6na71id9lrh0qg98
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

