

Date of Incident	09-06-2025
Prepared By	Thomas Neal
Reviewed By	Incident Report was reviewed by John Samuel on 09-08-2025 at 12:26 PM.
Property	Academia Suites
Time of Incident	17:31:00
Location of Incident	Academia Spencer Building apt S403

Report Last Updated By	Update Date
John Samuel	09-08-2025
Thomas Neal	09-08-2025

Incident Type

Misc.

Description of Incident

On September 6, 2025, at approximately 7:31 PM, a resident of apartment S403 accidentally locked themselves out of their unit. In an attempt to regain access, the resident forcefully kicked the door, causing significant damage. The impact splintered the door and rendered it impossible to secure. The on-call maintenance team was contacted immediately, but upon arrival, they were unable to address the issue as the resident was not available at the property. On September 8, 2025, maintenance conducted a thorough inspection of the damaged door. The resident was informed that the door would need to be replaced and that they would be responsible for the associated costs.

Corrective action taken at the time of the incident

Oncall was at the property to fix the issue but resident was not available. Placed a note for resident to reach out to answering service when she is back.

What we have done related to Customer Service and helping the resident, if anything?

We have tried to reach out to the resident, haven't received a response.

Witnesses names and phone number

none

Was there security camera footage of this incident?

Yes

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?

No

