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| Date of Incident | 09-06-2025 |
| Prepared By | Thomas Neal |
| Reviewed By | Incident Report was reviewed by John Samuel on 09-08-2025 at 12:17 PM. |
| Property | York House (South) |
| Time of Incident | 02:31:00 |
| Location of Incident | York House parking lot |

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

| Incident Type |
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| Auto Accident |
| Incident Type Category |
| Residents |
| Description of Incident |
| At approximately 2:30 PM, a guest of the resident in apartment 808 was involved in a minor collision with the vehicle belonging to Lucille Hendricks of apartment 0715. Lucille approached the front desk at around 10:00 AM to report the incident. Nicole promptly contacted me, and I spoke directly with Lucille to understand her concerns and determine how best to assist her. When I inquired about her expectations, she seemed uncertain, so I requested Nicole to review the security footage to ascertain the details of the incident. I instructed her not to show the footage to Lucille. Nicole successfully identified the individual responsible for the collision and contacted the resident of apartment 808, asking them to come to the front desk with their insurance information. The resident complied, and the situation was addressed by approximately 11:00 AM. |
| Corrective action taken at the time of the incident |
| Reached out to the person who hit residents car and made them exchange insurance information. |
| What we have done related to Customer Service and helping the resident, if anything? |
| I'll see if I can find a parking space in Yono 's parking lot. |
| 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? |
| Yes |
| Unit |
| 0715 |
| Resident Name |
| Lucille Hendricks |
| 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 |