

<b>Date of Incident</b>	11-30--0001
<b>Prepared By</b>	Anabel Guzman
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 09-12-2025 at 03:53 PM.
<b>Property</b>	Academia Suites
<b>Time of Incident</b>	19:18:00
<b>Location of Incident</b>	Academia Suites, 1100 Godfrey Avenue Exit Glass Doors

<b>Report Last Updated By</b>	<b>Update Date</b>
John Samuel	09-12-2025
Anabel Guzman	09-11-2025

Incident Type
Property Damage
Description of Incident
On August 18, 2025 at 7:18 PM, Michael Galan, resident from G311 was running down the stairs and collided with the building's glass doors, causing damage that required repairs.
Corrective action taken at the time of the incident
Check on his well-being. Inform him that a claim would be filed with his renters insurance provider, Lemonade. The glass doors have since been repaired, and a claim was submitted to Lemonade.
What we have done related to Customer Service and helping the resident, if anything?
You attempted to contact the resident on August 22, August 24, and September 10, leaving voicemails to: Check on his well-being. Inform him that a claim would be filed with his renters insurance provider, Lemonade. The glass doors have since been repaired, and a claim was submitted to Lemonade.
Witnesses names and phone number
N/a
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Michael Galan
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?
Yes
What is the estimate of the loss?
Under \$5000