

Date of Incident	09-11-2023
Prepared By	Dawn Buck
Reviewed By	Incident Report was reviewed by Alison Snyder on 09-13-2023 at 01:30 PM.
Property	Bromley House
Time of Incident	15:20:00
Location of Incident	Bromley House parking lot the row directly across from A building main entrance. Cianni Hudson (employee) car was parked in the third space and Vanessa Jones (Resident D211) car was coming down the lane to park.

Incident Type
Auto Accident
Incident Type Category
Lindy Team Members
Description of Incident
At 3:20 pm on 9/11/23, Cianni Hudson (resident services rep) was leaving work to take her lunch break. Her black Hyundai Tuscon was parked in the 3rd space in the row across from A bldg main entrance. Vanessa Jones (resident) was coming down the lane in her silver Kia Optima to find a parking space. Cianni backed her vehicle up and did not see Ms. Jones' car. Cianni caused damage to Ms. Jones' vehicle on the front drivers side bumper. Cianni's vehicle had damage to drivers side area next to wheel well. There were no injuries reported from the accident.
Corrective action taken at the time of the incident
Cianni and Ms. Jones inspected each others vehicles and exchanged contact information. Cianni reported the incident to me, Dawn Buck (community director), when she returned from lunch.
What we have done related to Customer Service and helping the resident, if anything?
I called and left a message for Ms. Jones once I was notified of the incident. When Cianni spoke to Ms. Jones again on 9/12, they agreed to not go through insurance. They agreed to get two estimates and Cianni agreed to pay for damages. When I spoke to Ms. Jones on 9/12, I apologized that the incident happened. Ms. Jones stated to me that it appeared Cianni was not paying attention and was on the phone when accident occurred, as Cianni was still on the phone when she exited her vehicle. Ms. Jones stated that she did not want to go through insurance if she didn't have to, but wanted to be sure camera footage was retained in case Cianni does not fix her vehicle in a timely manner.
Witnesses names and phone number
Cianni Hudson - Lindy employee (215) 892-0988 Vanessa Jones - resident D211 (267) 974-3396
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://Will Provide Tomorrow-need to redownload it
Did this incident involve a resident?
Yes
Unit
D211
Resident Name
Vanessa Jones
Did this incident involve a Lindy team member?
Yes
Team Member Name
Cianni Hudson
Did this incident involve a vendor?
No

