

Date of Incident	09-15-2021
Prepared By	Antonio Cordero
Reviewed By	Incident Report was reviewed by John Samuel on 09-19-2021 at 02:03 AM.
Property	Enclaves
Time of Incident	08:30:00
Location of Incident	parking area in front of 3950 building

Description of Incident
At about 8:30 am I received a call from the oncall service reporting a tree or branches had come down on some cars in the parking lot. I arrived at the scene and took some pictures. The tree had come down on a black SUV and a red car. The tree fell from the railroad area and was not a tree from our property. The SUV seemed to have damage, including a broken taillight, damage to the body and a broken windshield. The red car didn't seem to have any damage. A young lady, Lucille Smith, came out and said the SUV was hers and belongs to Elywn. She said the red car also belonged to Elwyn. I told her to call her insurance company. She called the police and waited for them to arrive. at some point I spoke with the police to see if they needed any information from me and they said no, so I did not speak with them any more. I called Marva Brown, Mike Jacobis, and John Samuel. John Samuel instructed me to call Terry's Tree Service, which I did. They arrived around 10:30 am to remove the tree. Once the tree was removed I went down to look at the cars and take pictures. I did not notice any additional damage, but it was hard to tell because of the sawdust and small branches left on the car. I let Mike Jacobis know that the tree was removed.
Corrective action taken at the time of the incident
called Terry's Tree Service to remove the tree.
What we have done related to Customer Service and helping the resident, if anything?
Spoke to the residents and informed them to contact their insurance company.
Witnesses names and phone number
Is criminal activity involved
No
Was there security camera footage of this incident?
No
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

