

Date of Incident	09-15-2021
Prepared By	Marva Brown
Reviewed By	Incident Report was reviewed by John Samuel on 10-18-2021 at 10:55 PM.
Property	Gateway Towers
Time of Incident	08:00:00
Location of Incident	Bedroom of C213

Description of Incident
<p>On Thursday 10/14/2021 at approximately 6:30 pm while I was leaving the property Nicholas DiCesare approached me, stating he was locked out. After I made arrangements for him to get into his apartment, he then informed me that he'd tripped over rippled carpet in his bedroom after getting out of bed. I asked DiCesare, who was wearing a small white bandage on his right shoulder, if he was ok and when he fell. He told me the fall had occurred about a month ago. When I asked why he had not reported the incident, he quickly said he told me his carpet was wrinkled a month ago. While I did vaguely recall speaking with Mr. DiCesare; I had no recollection of being told about an issue with his carpet. Since the fall had taken place a month ago, I let Mr. DiCesare know I would follow up with him the following day and asked if I could visit his home to see the flooring. On Friday, 10/15/21 I visited Mr. DiCesare's home. I observed a ripple in the carpet about four inches from the foot board of his bed. There was another small ripple on the left of his bed. I deliberately walked over and on each ripple to several times with no issues. To walk on the ripple Mr. DiCesare says he tripped over, I had to walk extremely close to the bed. Upon going back to the office I looked up Mr. DiCesare's account. On 6/9/21 I had noted his account from a Satisfacts Follow up Call. I noted that he was upset about the rental increases, but said he liked his apartment and the community.</p>
Corrective action taken at the time of the incident
<p>None. The office was not made aware of the incident until 10/14/2021. Please note the date of incident stated in this report is based on the resident's recollection of the incident.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>Martin Greenbaum was called to stretch the carpet. The appointment was scheduled for 10/18/21.</p>
Witnesses names and phone number
<p>None</p>
Is criminal activity involved
<p>No</p>
Was there security camera footage of this incident?
<p>No</p>
Link to security footage video in Box
<p>http://</p>
Did this incident involve a resident?
<p>Yes</p>
Resident Name
<p>Nicholas DiCesare</p>
Did this incident involve a Lindy team member?
<p>No</p>
Did this incident involve a vendor?
<p>No</p>

