



Date of Incident	10-19-2020
Prepared By	Alison Snyder
Property	Park at Westminster
Time of Incident	02:00:00
Location of Incident	Apt E68 Middle Bedroom

Description of Incident
Resident of Apt E68, Eric, emailed Alison on Monday at 2pm that he was stung in his apartment by a Yellowjacket.
Corrective action taken at the time of the incident
Maintenance put plastic over window to prevent penetration into apartment until exterminator would be at the property on Wednesday.
What we have done related to Customer Service and helping the resident, if anything?
On Monday, I was off. Eric called corporate. Brian referred Eric to Lori. Lori called resident back and left message. On Tuesday when I returned to work, I called and spoke to resident. Expressed apologies and understood his frustrations. Explained that we pointed his outside wall in hopes to prevent this issue, however there could be some "stragglers" left inside the walls. Resident said he saw a crack in the ceiling that they could be getting in from, so I wrote a work order for maintenance to seal that up. They also put a second layer of plastic to try to prevent entry. Lori followed up with the resident again on Tuesday but had to leave another message. He has not returned her phone call. Exterminator treated the apartment on Wednesday. We will follow up again today.
Witnesses names and phone number
N/A
Is criminal activity involved
No

