

Date of Incident	11-03-2024
Prepared By	Andrea Reusser
Reviewed By	Incident Report was reviewed by Alison Snyder on 11-07-2024 at 01:23 PM.
Property	Rosedale Court
Time of Incident	10:36:00
Location of Incident	A building Front entrance

Report Last Updated By	Update Date
Alison Snyder	11-07-2024
Andrea Reusser	11-06-2024

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other
Description of Incident
I received an email from Demitrius Gonzalez, resident of Apt A01, showing a scraped knee. I contacted the resident to learn that on Sunday she had tripped on the grate in front of the A building. The grate had come loose from the concrete and she had caught her foot on the corner, falling.
Corrective action taken at the time of the incident
Upon finding out what had happened, I sent Maintenance to check the entrance and either make a repair and/or mark it so no one would fall. I confirmed with the resident that the scrape was the only injury and that she had not sought medical attention. The grate was reset as much as possible into the concrete making it almost level, and a cone was placed over the exposed end. Contractor was called to make permanent repair to the area.
What we have done related to Customer Service and helping the resident, if anything?
I let her know we will mark it so no one else will get hurt and we will replace or repair the grate as soon as possible. I let her know I was sorry she was hurt and to let me know if she needed anything or if the injury got worse.
Witnesses names and phone number
N/A
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Unit
A01
Resident Name
Demitrius Gonzalez
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?
No

