

<b>Date of Incident</b>	11-11-2024
<b>Prepared By</b>	Doris Scipio
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 11-12-2024 at 08:48 PM.
<b>Property</b>	Willow Bend
<b>Time of Incident</b>	10:36:00
<b>Location of Incident</b>	Front door of A Bldg

<b>Report Last Updated By</b>	<b>Update Date</b>
Alison Snyder	11-12-2024
Doris Scipio	11-12-2024

Incident Type
Slip and Falls
Description of Incident
Syreeta Henderson of A207 called the office at 10:36am on November 11 and reported to Ryan Green, Leasing Professional, that she just slipped and fell in the front vestibule. I called Syreeta Henderson to obtain an account of the slip and fall incident. I identified myself as Doris Scipio the Community Director of Willow Bend. I stated I received a message from Ryan Green that she (Ms. Henderson) fell in the vestibule. Ms. Henderson said that was correct. I asked her was she ok. She said aww yes. She then stated she was a "legal type of person" and then hung up. I called her back she answered. I said to her I was just calling her for the details of the incident. She then hung up again. I called her back she did not answer the phone. She refused to provide any information.
Corrective action taken at the time of the incident
I inspected the vestibule to ensure there where no trip hazards. No trip hazards were found.
What we have done related to Customer Service and helping the resident, if anything?
I called Ms. Henderson to see if I could help her in any type of way. She refused to speak to me. She hung up on me twice.
Witnesses names and phone number
N/A
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
<a href="https://lindyproperties.box.com/s/b56cvetxn68lmtj4kxrzlgf7u6ombw3j">https://lindyproperties.box.com/s/b56cvetxn68lmtj4kxrzlgf7u6ombw3j</a>
Did this incident involve a resident?
Yes
Unit
A207
Resident Name
Syreeta Henderson
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

