

Date of Incident	12-21-2024
Prepared By	Andrea Reusser
Reviewed By	Incident Report was reviewed by Alison Snyder on 12-23-2024 at 07:11 PM.
Property	Overlook Apartments
Time of Incident	08:14:00
Location of Incident	Parking lot beside car in front of 1569 building

Report Last Updated By	Update Date
Alison Snyder	12-23-2024
Andrea Reusser	12-23-2024
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Incident Type
Slip and Falls
Description of Incident
Alexia Ward of apartment A3 reported to the answering service on 12/21/24 at about 8:50pm that she got out of her car, slipped on ice beside car, fell, hitting hip, scraping fingers and dropping her belongings. (Please note the photo of the area was taken today, not at the time of the reported fall).
Corrective action taken at the time of the incident
Emergency on call was called, resident spoke with on call technician James Davis,. James Davis reported to the property and did not identify any areas that need to be salted further.
What we have done related to Customer Service and helping the resident, if anything?
Andrea Reusser, Community Director, called resident Sunday afternoon after seeing report, spoke with her to check on her.
Witnesses names and phone number
No witnesses
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Alexia Ward
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

