

PROPERTY MANAGER INSTRUCTIONS FOR COMPLETING PROPERTY DAMAGE INCIDENT REPORT



- > State the FACTS, not OPINIONS or ASSUMPTIONS
- > Be objective
- > Use clear and concise sentences when completing the form
- > Complete the form using Third Person Point of View (i.e. The driver of the car... OR Mr. Jones said... OR Their automobile was taken...)

A complete report will cover WHO, WHAT, WHERE, WHEN, HOW

WHO: Who is reporting the incident? Who was affected?

WHAT: Exactly what happened? What did Property Management do? What other action was taken?

WHERE: Exact location of where the incident occurred; included as many specific details as possible including:

Address

Use directions

Example: Garage #3

Building #1, 12345 Main St., Sidewalk on the north side

West entrance of the Clubhouse, 111 Jones Circle

WHEN: Exact date and time of the incident; be as specific as possible

HOW: How did the incident occur? What factors contributed to the incident?

****When a person involved is taken to the hospital and can't talk with you, then ask where the ambulance is taking the person so you can follow up after you have the incident location under control and cleared.**

****Incidents reported by people 24 hours after the accident/incident occurred must still be reported**

****If police or fire department becomes involved, get the business card and police report number (if applicable) from the officer or respondent at the scene. Be sure to follow up and get the police/fire department report within 72 hours and report to Regional Manager.**

Keep the following in mind:

Pictures: Obtain pictures as soon as you can of the property so you have picture facts.

Attach pictures to the incident report form- when sending electronically; please identify each photo with date/location/any N, S, E, W directions, etc...

- a. Close up pictures of the incident
- b. Back up and take a wide picture of the surroundings of the incident

***Complete and send the Incident Report IMMEDIATELY if there is any physical loss to building or contents of building due to fire, storm damage, water damage, etc.**

***Complete and send the Incident Report IMMEDIATELY if there is a vehicle break in or theft or garage break in. Notify supervisor immediately to determine if an alert needs to be posted to all tenants and/or building occupiers.**

If applicable, obtain a complete statement and details from all witnesses including:

- i. Name
- ii. Address
- iii. Phone Number

If necessary, secure the area of the incident to prevent additional damage or accidents

Investigate the area of the incident and make note of:

- i. Lighting conditions
- ii. Weather conditions

DO NOT:

- i. Admit fault or responsibility
- ii. Blame anyone or anything for the accident
- iii. Offer to pay medical and/or any other expenses
- iv. Discuss the accident with anyone unless authorized by your supervisor
- v. Contact the press...if you are contacted by the press, do not make any comments or give out ownership name or information

NEXT STEPS:

Property Managers:

Submit Incident Report to Regional Manager for review within 72 hours

<https://toolbox.lundco.com/>

Regional Managers:

Review and approve. Incident Report will go to Director of Residential Property Management and then President for final review.

If needed, have a discussion with Director or President regarding Owner communication.