



<b>Date of Incident</b>	01-02-2021
<b>Prepared By</b>	Marva Brown
<b>Property</b>	Gateway Towers
<b>Time of Incident</b>	11:30:00
<b>Location of Incident</b>	A302

Description of Incident
At approximately 11:30am Janice Haldeman called the office to report receiving an email from Gregory Williams, the resident of A302. In the email Mr. Williams said he began experiencing COVID like symptoms on Monday and self quarantined in his apartment. He said he went out and received a rapid test yesterday, testing positive for COVID.
Corrective action taken at the time of the incident
Upper management was immediately informed of the positive COVID test. Residents were notified via email blast. Restorcore was dispatched to disinfect the building that afternoon.
What we have done related to Customer Service and helping the resident, if anything?
We contacted the resident and offered him assistance with his self quarantining.
Witnesses names and phone number
Is criminal activity involved
No
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://