

Date of Incident	01-14-2021
Prepared By	Nancy Benner
Reviewed By	Incident Report was reviewed by John Samuel on 01-15-2021 at 05:36 PM.
Property	Joshua House
Time of Incident	06:38:00
Location of Incident	Joshua House Apartments 2607 Welsh Road Philadelphia PA 19114 exterior of Nottingham "N" building

Description of Incident
Ms Burton resident of N102 Joshua house contacted the emergency service on Thursday at 6:38pm 1/14/21 and reported her heat would not turn off, the message was not delivered to the on call technician right away and the resident called back the service. The message was delivered at 9:27pm and on call reported immediately. The heat would not turn off, on call switched the heater off from the main and offered a space heater for the night the resident declined because it was still warm in the apartment. The thermostat was in the on position. On called called the supervisor and advised he would inspect in the morning and resident gave permission to enter. The resident stated her sons fish all died in the fish tank due to the heat being at 90 degrees. Resident also stated her TV would not work due to heat damage. On Friday 1/15/21 the maintenance supervisor was cleaning the grounds and found water and gravel on the front steps to Nottingham building and a trash bag with a broken fish tank on the sidewalk. Management reached out to Ms Burton she was irate and demanded reimbursement for her belongings that she claimed were damaged from the heater. She also demanded rent reimbursement. The resident requested a transfer and the regional approved she was told availability and directed to contact her renters insurance company. Maintenance replaced the thermostat it was loose on the wall. The heater was checked and was in working order. Ms Burton demanded to speak with the regional manager and she contacted corporate and hung up on the on site community director. She reached out to John Samuel
Corrective action taken at the time of the incident
The community director spoke with Ms Burton the next morning and explained the Regional Manager would honor her request to transfer to another community, the maintenance supervisor went to the apartment and inspected the heater and thermostat it was loose on the wall on in the on position he changed it to a new smart thermostat. He cycled for several cycles and all was in working order.
What we have done related to Customer Service and helping the resident, if anything?
Management spoke with Ms. Burton and approved a transfer, she was also directed to contact her insurance company to file a claim.
Witnesses names and phone number
Briana Burton 267-250-9764 Gabriel Guzman 215-370-0688 Dudlow Blake 267-264-7180 Nancy Benner 215-669-8922 John Samuel 856-516-5076
Is criminal activity involved
No
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
Briana Burton
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

