

Date of Incident	01-30-2024
Prepared By	Nancy Benner
Reviewed By	Incident Report was reviewed by John Samuel on 01-31-2024 at 06:03 PM.
Property	7400 Roosevelt
Time of Incident	05:25:00
Location of Incident	7400 Roosevelt Boulevard Philadelphia Pa 19152 (Front Exterior - Play Area)

Report Last Updated By	Update Date
John Samuel	01-31-2024
Nancy Benner	01-30-2024

Incident Type
Property Damage

Description of Incident
<p>On Tuesday 1/30/24 at 5:25am a call came into the emergency service that reported a resident had called to report a car in the playground area. The message was held as a non-emergency call. At 5:42am Sargent Max from the police department spoke to the emergency service and requested maintenance at the community due to a car accident that took place, and a car was stuck beyond the fence in the play area. The officer needed the gate opened so the vehicle could be removed from the property. The emergency service contacted Dudlow and relayed the police were on-site at 7400 Roosevelt and needed assistance with the fence. Dudlow contacted Victor Rosado who is on call and asked him to go to the community and assist the police in what was needed. Victor arrived at 7400 Roosevelt at approximately 6:00am . He took photos of the area and asked any people in and around the area to relocate so the police and tow company could complete the removal. Victor stayed and assisted with keeping people away from the area and waited until Dudlow arrived just before 7am . Dudlow arrived and found a vehicle parked on the lawn and he approached the driver and asked him to remove his car from the lawn, the man became agitated and began yelling at Dudlow. The police approached Dudlow and told him not to engage the man as he was not listening and Dudlow walked away and allowed the police to speak with the man. Dudlow and Victor walked the property and took additional photos and locked and secured the playground and the police provided Dudlow with the DC# 24-02-003917 Dudlow contacted Nancy Benner, Michael Jacobas and Brian Kroker and made them aware of the situation. Dudlow then went to Lowes to secure supplies for the area needed. Nancy walked the area and took photos and video of the damages.</p>

Corrective action taken at the time of the incident
<p>Dudlow contacted the on-call maintenance technician Victor Rosado to report to assist at the community, Dudlow also called Nancy Benner, Michael Jacobas and Brian Kroker to report the incident. Dudlow and Victor secured the area and removed as much debris as possible. The play area was locked and the fence was wrapped in caution tape. Contractors were contacted for estimates for repairs of fence and landscaping. Nancy and Dudlow walked the area with Michael Jacobas to review anything additional needed.</p>

What we have done related to Customer Service and helping the resident, if anything?
<p>The accident did not involve any residents of the community- Play area was locked and secured until repairs are completed. Notice will be sent to the residents to make them aware the play area will be closed temporarily. The fence was wrapped in caution tape. Contractors were contacted for estimates for repairs of fence and landscaping.</p>

Witnesses names and phone number
<p>Victor Rosado 215-986-4978 Dudlow Blake 267-264-7180 Nancy Benner 215-669-8922 Michael Jacobas 215-990-3618</p>

Was there security camera footage of this incident?
<p>No</p>

Link to security footage video in Box
<p>http://</p>

Did this incident involve a resident?
<p>No</p>

Did this incident involve a Lindy team member?
<p>No</p>

Did this incident involve a vendor?
<p>No</p>

