

<b>Date of Incident</b>	02-19-2026
<b>Prepared By</b>	Nancy Benner
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 02-19-2026 at 03:13 PM.
<b>Property</b>	Longwood Manor
<b>Time of Incident</b>	02:30:00
<b>Location of Incident</b>	2400 Benson Street Building C - Philadelphia PA 19152

<b>Report Last Updated By</b>	<b>Update Date</b>
John Samuel	02-19-2026
Nancy Benner	02-19-2026

**Incident Type**

Misc.

**Description of Incident**

At approximately 2:30 a.m., Maintenance Supervisor Dudlow Blake was onsite at C Building to record water meter usage and conduct a walkthrough due to unusually high water consumption. While on the ground floor near Unit C108 (currently vacant), Mr. Blake heard the sound of water running. He entered Unit C108 to investigate further and determined the sound was coming from the apartment directly above, Unit C208, with water running at full force. Mr. Blake remained in the unit for approximately 45 minutes to determine whether the water would shut off; however, it continued running without interruption. Mr. Blake then proceeded upstairs to Unit C208. From the hallway, he could clearly hear the bathtub running at full power. He knocked firmly several times before hearing a woman inside call out and ask him to wait. The resident initially came to the door and stated that she had been asleep. She then went back inside the unit, at which time Mr. Blake heard the water being turned off from the hallway. When the resident returned to the door, Mr. Blake asked why the water had been running while she was asleep. The resident repeatedly stated, "There is no leak in my apartment." Mr. Blake clarified that the issue was not a leak, but that the bathtub had been actively running. The resident continued to repeat that there was no leak and did not permit entry into the unit. Mr. Blake then left the area and returned to Unit C108, where the sound of running water from upstairs had ceased. At approximately 8:30 a.m., Mr. Blake returned to Unit C108 accompanied by maintenance staff member Igor to continue monitoring the situation. While inside the vacant unit, both staff members again heard water running at full force from Unit C208 above. Mr. Blake instructed Igor to proceed upstairs to Unit C208 and knock on the door while he remained in Unit C108 to monitor any change in the sound of the water. Mr. Blake could hear Igor knocking, followed by the sound of movement from the bedroom area to the bathroom inside Unit C208. He then heard the water being turned off and the resident walking to answer the door. Igor asked the resident why the bathtub was running. The resident again stated that there was "no leak" in her apartment. Igor explained that the concern was not a leak, but that the bathtub had been actively running and that she could not leave the water running in that manner. The resident continued to deny responsibility. After the conversation concluded, they left the area. The sound of running water had stopped at that time.

**Corrective action taken at the time of the incident**

Verbally informed the resident that the bathtub had been actively running and advised her that leaving the water running in this manner is not permitted. Also we reached out to PHA and informed about this incident and initiated conversation to terminate the lease and also reached out to Paul Cohens office to send resident a 10 days notice to vacate.

**What we have done related to Customer Service and helping the resident, if anything?**

Communicated the concern, explained the issue with continuous water usage.

**Witnesses names and phone number**

Dudlow Blake 267-264-7180 Igor Nebeskiy 267-246-8708

**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**

Aleksandra Manelis

**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