



<b>Date of Incident</b>	02-23-2021
<b>Prepared By</b>	Nancy Benner
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 02-23-2021 at 06:17 PM.
<b>Property</b>	Joshua House
<b>Time of Incident</b>	04:45:00
<b>Location of Incident</b>	2607 Welsh Road Philadelphia PA 19114 B-South Building

Description of Incident
Mrs. Dicks from B301 contacted the leasing office Tuesday afternoon around 12:52pm she left a voicemail explaining her daughter Vanessa Dicks spent the night in her apartment and was leaving the building Tuesday morning 2/23/21 around 4:45am and she fell down the steps, she stated there was ice on the steps and that her daughter has lupus. I contacted Mrs. Dicks and left a message and contacted Vanessa Dicks but there was no voicemail available. Mrs. Dicks returned my call. Ms. Dicks also stated her husband had fallen the week prior but did not call because he was fine and suffered no injuries, she did not know what day. She explained she only called today because her daughter has lupus and was concerned the fall would cause an issue in a few days but explained right now she was ok and feeling ok.
Corrective action taken at the time of the incident
I contacted Dudlow Blake the maintenance supervisor he inspected the steps and sent a photo.
What we have done related to Customer Service and helping the resident, if anything?
I expressed my concern and apologized that her daughter had fallen. I wished her daughter well and asked her to contact me if she needed anything. Mrs. Dicks was very pleasant and thanked me for calling.
Witnesses names and phone number
Silphy Sajan 215-677-1766 Vanessa Dicks 267-265-6075 Dorthy Dicks 267-670-4671 Nancy Benner 215-669-8922 Dudlow Blake 267-264-7180
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?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

