



Date of Incident	Prepared By	Property
04-07-2020	Nancy Benner	Fountain Gardens

Time of Incident

01:00:00

Location of Incident

2901 Welsh Road Apartment 18-A Philadelphia Pa 19152

Description of Incident

Resident called the service to and report he had a leak happing in his apartment from the apartment above. The resident told Dudlow he was positive for Covid-19 and he was self quarantined. The next day he stated he was not positive but he had come in contact with someone who did test positive and he had to stay self quarantined for two weeks.

Corrective action taken at the time of the incident

Ben Mannis was contacted however he did not dispatch a plumber. Maintenance went out and inspected the apartment above and found no leak. We believe a overflow occurred

What we have done related to Customer Service and helping the resident, if anything?
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We provided cleaning supplies and spoke with him and let him know interior paint repairs would take place after the pandemic

Witnesses names and phone number

Dudlow Blake 267-264-7180

Is criminal activity involved

No