



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 report he had a leak in his apartment from the apartment above. The resident told Dudlow he was positive for Covid-19 and he was currently self quarantined and didn't want anyone to enter. The next day he stated he was not tested for Covid but that 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 active lease. We believe an over flow occurred.		
What we have done related to Customer Service and helping the resident, if anything?		
We provided cleaning supplies to the resident and spoke with the resident and let him know interior paint repairs would be completed after the pandemic. Restore Core also disinfected the entire building on April 8th 2020		
Witnesses names and phone number		
Dudlow Blake 267-264-7180		
Is criminal activity involved		
No		

