



Date of Incident	Prepared By	Property
04-25-2020	Nancy Benner	Joshua House

Time of Incident

04:45:00

Location of Incident

2607 Welsh Road Apartment I206 Philadelphia Pa 19114

Description of Incident

Ms. Gray contacted the office about a leaking toilet, she said when flushing the toilet it leaks at the bottom. Ms. Gray explained during the call that she is currently quarantined due to testing positive for Covid-19 and was unsure if we could come in due to the situation.

Corrective action taken at the time of the incident

I contacted COO Brian Kroker and Maintenance supervisor Dudlow Blake. Dudlow FaceTimed the resident and she was able to show him the issue. The leak is very small and is not enough to leak to the apartment below. Dudlow walked her through tightening the toilet bolts and asked her to wipe up any water immediately. Ms. Gray was very cooperative and is waiting to retest for the virus, once she gets a negative result she will contact us

What we have done related to Customer Service and helping the resident, if anything?
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We walked Ms. Gray via FaceTime how to tighten the bolts on her toilet and asked her to monitor the leak if it should continue to occur, the leak was small and the maintenance supervisor confirmed it could wait for now, we asked Ms Gray to continue to quarantine until she tests negative for the safety of all in the building, she was very cooperative and grateful that we reached out via video. We wished her a speedy recovery and asked her to keep us up to date. We arranged RestoreCore to sanitize on Sunday April 26th at 11:30am we also Delivered notices to Ms. Gray and the residents making them aware we would be sanitizing the building.

Witnesses names and phone number

Silphy Sajan 215-281-6255 Nancy Benner 215-669-8922 Dudlow Blake 267-264-7180

Is criminal activity involved

No