



<b>Date of Incident</b>	04-28-2020
<b>Prepared By</b>	Nancy Benner
<b>Property</b>	Fountain Gardens
<b>Time of Incident</b>	11:34:00
<b>Location of Incident</b>	2901 Welsh Road Apartment C334 Philadelphia Pa 19152

### Description of Incident

Me. Holmes contacted the leasing office on 4/28 to make us aware she received her HVAC filter but it was too large, she explained she just received results yesterday that she's tested positive for Covid-19 and wanted us to know and alert maintenance if they had to enter. I explained we would drop of a different filter at her door.

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

I contacted Adam Levitt and Brian Kroker and made them aware. Brian reached out to RestoreCore and scheduled a building sanitation for Weds 4/29. I printed the resident Covid letter and the building sanitation form for delivery to make the residents aware. All notices were delivered.

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

I spoke with Ms. Holmes and asked her how long she's been in quarantine, she explained she just received her positive test results on Monday 4/27. I explained we would deliver a letter today and would arrange sanitation of the building, I asked her to keep us informed and wished her a speedy recovery. Ms Holmes was very cooperative and thanked us for the follow up.

### Witnesses names and phone number

Silphy Sajan 215-281-6255 Nancy Benner 215-669-8922

### Is criminal activity involved

No

