



Date of Incident	Prepared By	Property
05-02-2020	John Samuel	Enclaves

Time of Incident

12:00:00

Location of Incident

3902 Gateway Drive Apartment # A4 Philadelphia, PA 19145

Description of Incident

On May 2nd (Saturday) around 12 pm an anonymous resident called Enclaves office to let us know that the residents at 3902 A4 might have covid 19. This unit is rented by a program called Horizon House. John Samuel tried to reach the unit and The manager Gail several times and was unable to reach them. On 5/4/2020, John Samuel reached out to Horizon Office and confirmed that the residents had Covid 19. John Samuel informed Brian Kroker and did set up cleaning of the building by Restore Core. Cleaning was done on 5/5/2020 around 8 am.

Corrective action taken at the time of the incident

Restore core cleaned the hallways on 5/5/2020 and residents brought in their own contractors and cleaned the unit on 5/2/2020.

What we have done related to Customer Service and helping the resident, if anything?
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Witnesses names and phone number

John Samuel 215 463 5566

Is criminal activity involved

No