



Date of Incident	05-12-2020
Prepared By	Nancy Benner
Property	7400 Roosevelt
Time of Incident	04:45:00
Location of Incident	7400 Roosevelt Boulevard Apt#A108

Description of Incident

Mr Lopez-Rameirez contacted the office and reported his family was sick and they received results that his wife tested positive for Covid-19. The testing was allowed for only one person in the household and because his wife had the worst symptoms only she was given the test but they all have symptoms and are all self quarantined.

Corrective action taken at the time of the incident

I contacted Adam Levitt and Brian Kroker. Brian contacted RestoreCore and scheduled sanitation for Wednesday May 13,2020 I printed and delivered resident notices to make everyone aware sanitation would take place

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

I spoke to Mr Lopez Ramirez he was very kind and worried for his family, we wished him a speedy recovery and explained our policies. We also provided him with the resident letter. He explained he made arrangements for his mail and needs so his family could remain in quarantine. He said he would call if he needed anything.

Witnesses names and phone number

Mecca Holloway 347-882-3228 Nancy Benner 215-669-8922

Is criminal activity involved

No

