



<b>Date of Incident</b>	05-23-2020
<b>Prepared By</b>	John Samuel
<b>Property</b>	Gateway Towers
<b>Time of Incident</b>	12:40:00
<b>Location of Incident</b>	3600 Gateway Drive Philadelphia, PA 19145 (Front entrance door)

<b>Description of Incident</b>
On May 23, 2020 around 12:40pm as the resident at 3600 Gateway Drive, Apartment 618, Mr. Cedric Bailey, while exiting the building, scratched his hand on a screw which was protruding, which caused a bruise on his right arm. Resident informed Manager John Samuel via email and Manager went to his apartment around 6 pm to see how he is doing and to get more information on the incident. John Samuel took pictures of the screw, residents hand and also obtained a video of the incident. Resident informed that he might go to the hospital on Monday (May 25th)
<b>Corrective action taken at the time of the incident</b>
Instructed Maintenance to replace that screw with a flat one
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
John Samuel went to residents unit to find how he is doing and asked if we could do anything to help him in this situation. He was not sure if he wanted to go to hospital today and said he would go later by Monday
<b>Witnesses names and phone number</b>
John Samuel. 267 718 1370
<b>Is criminal activity involved</b>
No

