

Date of Incident	07-01-2025
Prepared By	Nilsa Reyes
Reviewed By	Incident Report was reviewed by John Samuel on 07-03-2025 at 05:02 PM.
Property	Joshua House
Time of Incident	09:56:00
Location of Incident	2607 Welsh Road Apt M302

Report Last Updated By	Update Date
John Samuel	07-03-2025
Nilsa Reyes	07-02-2025

Incident Type

Misc.

Description of Incident

On July 1, 2025, at approximately 9:56 PM, the answering service received a call from a resident reporting that the ceiling in her apartment had collapsed and fallen on top of her. The on-call technician, Gabriel Guzman, was immediately contacted and dispatched to the unit. Upon arrival, Gabriel contacted Maintenance Supervisor Dudlow Blake, who also responded to the scene.

Corrective action taken at the time of the incident

By the time Dudlow arrived, the resident had already been transported to the hospital for medical evaluation. Dudlow contacted his supervisor, Paul Oneto, to report the situation. Paul instructed Dudlow to reach out to Disaster Solutions to initiate emergency cleanup services. Dudlow returned to the unit the following morning with a contractor to begin repair work, which is currently ongoing.

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

On the morning of Wednesday, July 2, 2025, Nilsa followed up with the resident directly. The resident recounted that she had just gone to bed when she heard a loud, roaring noise followed by a crash as the ceiling gave way, collapsing onto her and spreading debris throughout the bedroom and bathroom. She stated that she is currently experiencing significant soreness and was prescribed medication during her hospital visit. The resident also mentioned that several new personal items in the bedroom were damaged during the incident. During the conversation, empathy and support were extended to the resident. She was offered a unit transfer and was encouraged to contact management should she wish to proceed with the transfer process.

Witnesses names and phone number

Constance Ballard - 267-98-4402 Gabriel Guzman 215-370-0688 Dudlow Blake - 267264-7180

Was there security camera footage of this incident?

No

Link to security footage video in Box

http://

Did this incident involve a resident?

No

Did this incident involve a Lindy team member?

No

Did this incident involve a vendor?

No

Should this incident be reported to the residents renters insurance policy?

No

