



Date of Incident	07-22-2020
Prepared By	John Samuel
Property	Gateway Towers
Time of Incident	04:00:00
Location of Incident	3700 Gateway Drive Apt 504 Philadelphia, PA 19145

Description of Incident
On July 22, 2020, around 4am Answering service received a call from B504 that there is a leak from B604 came down to B504 and the ceiling tile fell on the resident Phillip Obiesie's head. Leroy Morgan, The on call personal went to the unit, and attempted to enter B604 but was unable as the resident at B6304 did not open the door. Leroy went back the B604 around 8 am and shut the water down which was leaking from B604. Around 8:30 am Antonio Cordero went to B604, replaced the toilet and also worked in B504 to replace the tiles and clean up the bathroom.
Corrective action taken at the time of the incident
Maintenance changed faulty toilet at B604, replaced ceiling tiles at B504 and cleaned the bathroom. Property manager reached out to Mr. Obesie through email as the resident was at work. He was asked if he was in pain and that if he will go to hospital. Resident did say that he has pain on his head where the tiled hit him and he will let management know if he goes to hospital.
What we have done related to Customer Service and helping the resident, if anything?
Management spoke to resident , asked if he is in pain and if he needs to go to hospital. Assured him the leak will be fixed soon and will clean all trash from the bathroom
Witnesses names and phone number
Leroy Morgan 215 669 8312
Is criminal activity involved
No

