



Date of Incident	07-24-2020
Prepared By	Nancy Benner
Property	Fountain Gardens
Time of Incident	11:51:00
Location of Incident	2901 Welsh Road Apartment A22 Philadelphia Pa 19152

Description of Incident

On Friday 7/24 Ms. Barbara McCarthy resident of A22 contacted the emergency service and reported the bathroom ceiling was leaking, the message was dispatched to the on call service Tech Tymir Miller. Tymir was onsite servicing the apartment above A123 at the time for a broken valve which caused the water leak in Ms McCarthy's apartment. Tymir checked A22 and said the ceiling was intact and water was coming thru the exhaust fan. Tymir let the resident know he was repairing the valve upstairs and would return when finished. While making repairs Tymir stated A22 came upstairs to A123 to say the ceiling collapsed in the bathroom Tymir returned to A22 and found some fallen drywall and water he explained he would return as soon as he finished completing the upstairs issue. Tymir stated he returned to A22 after fixing A123 and cut out the wet drywall and removed the large pieces he said he was cleaning the bathroom when the resident asked if he had change for a \$20 bill. Tymir gave the resident two \$10 dollar bills and she handed him a \$10 bill back telling him she's would finish cleaning the small stuff and thanked him and told him to go home to get rest. Tymir left and was in the shop and he said Ms McCarthy came into the shop and asked for a trash bag to put the wet rags in so she could take them to the laundry room and he gave her a trash bag. Ms McCarthy contacted the service the next day Saturday 7/25 at 8:06am she reported the bathroom ceiling was leaking since last night and the ceiling came down the message was delivered to Tymir and he let the resident know the area needed to dry and then the ceiling would be installed. On Tuesday 7/28 Ms. McCarthy called the office and spoke with Nancy Benner and Nilsa Reyes. She reported that on Friday 7/24 she was using the bathroom in the dark when all of the sudden water and drywall fell on top of her, she expressed she was not hurt and that she had a few small bruises on her arm but did not seek medical assistance and didn't require medical assistance. Ms McCarthy stated she didn't wish to get anyone in trouble. Mike Jacobus was in the Northeast office at the time and he contacted Tymir and asked for the photos. Tymir sent the photos but he took them today 7/28. Ms McCarthy stated maintenance came out for the photos and she said he relayed he had gotten in trouble. Ms McCarthy was concerned she went on to ask Nilsa who was responsible for the clean up in a situation like hers Nilsa hesitated a moment and Ms McCarthy then said she asked Tymir 7/24 to remove the drywall because it was heavy he did so and then handed her a trash bag to clean the rest and he left. We apologized and she asked that we say nothing to the maintenance man that came to her apartment as she was concerned. We explained that we would have all the repairs completed as quickly as possible and apologized for the inconvenience.

Corrective action taken at the time of the incident

Per Tymir Miller he cut out the drywall and removed the wet material he explained the resident said she wanted to finish the small clean up left and gave him a \$10 tip. The ceiling area was left open to dry completely and the painting contractor is scheduled to install a new ceiling this week. We communicated this to the resident. Michael Jacobas and Nancy Berber reporter all accounts to Janice Gregg and Janice also spoke with Tymir Miller for his account of everything.

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

We spoke with the resident and let her know we have scheduled repairs and we are returning the money she provided to Tymir. We apologized and thanked her for her patience as we work to resolve the issue. Ms. McCarthy was very pleasant and kind.

Witnesses names and phone number

Tymir Miller 215-370-0688 Resident Barbara McCarthy 267-731-1346 Michael Jacobas 215-990-3618 Nilsa Reyes 225-538-7602 Nancy Benner 215-669-8922 Janice Gregg 215-886-8030

Is criminal activity involved

No

