

Date of Incident	09-06-2022
Prepared By	Nancy Benner
Reviewed By	Incident Report was reviewed by John Samuel on 09-07-2022 at 08:15 PM.
Property	Joshua House
Time of Incident	01:30:00
Location of Incident	2607 Welsh Road Apartment H102 Philadelphia PA 19114

Incident Type
Mechanical Disruptions
Incident Type Category
Plumbing or Sprinkler leak
Description of Incident
<p>On 8/31 the resident in H202 reported that the kitchen sink was not draining, maintenance was dispatched Gabriel Guzman inspected and disconnected the kitchen drain in H202 and was unable to clear the stack. Wexler was called and a plumber was sent out after hours. While waiting for the plumber the resident in H302 used the water in the kitchen which created a leak in the kitchen soffit in H102. The resident of H102 stopped maintenance while they were in the building working and reported he had water leaking from the kitchen soffit. Wexler jettied the main kitchen stack from the roof because the entire stack was backed up. On 8/31 Melvin Draughn met with the resident of H102 and checked the kitchen soffit. Some of the drywall tape was wet and loose. Melvin explained to Richard Loos Jr. the situation and scrapped all the loose debris and let their resident know it would take a day or two to dry, once dried he would return to finalize drywall repairs. Melvin let the resident know we would return to make repairs with the contractor the following week. The resident in H102 agreed that this was ok and to use the kitchen door upon returning to make repairs. On Tuesday 9/6 Nancy contacted Richard Loos Sr. to make him aware that final repairs were scheduled for 9/7 however he did not answer, and a voicemail was left. Nilsa contacted the resident Richard Loos Jr. of H102 to make him aware that maintenance scheduled the contractor to make the soffit repairs on Weds 9/7 Richard answered the phone and became very agitated. He was screaming and yelling profanity and stated we did not have permission to enter his home to make the repairs and that he had a restoration company coming to inspect for mold. Nilsa tried to calm the resident and let him know we were trying to get the issue resolved and he became more agitated and stated he would contact the corporate office to speak with John Samuel. We also received an e-mail from another resident in the building requesting service, they e-mailed a photo of a sign that H102 placed on the front door to the building stating a leak was not fixed the sign had John Samuels name, Nancy Benners name and Mike Jacobus' name written that stated the building was not safe to breathe, it stated there was mold and to contact 311 and L&I -Photo attached</p>
Corrective action taken at the time of the incident
Maintenance scraped the loose debris and spoke with the resident to let him know the contractor would be scheduled for repairs the following week after everything was dry.
What we have done related to Customer Service and helping the resident, if anything?
Management contacted the resident to make him aware of the date the contractor would be there to complete repairs.
Witnesses names and phone number
Melvin Draughn 267-637-4751 Dudlow Blake 267-264-7180 Gabriel Guzman 215-370-0688 Nilsa Reyes 215-677-1766 Nancy Benner 215-669-8922
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Richard Loos Jr.
Did this incident involve a Lindy team member?
Yes
Team Member Name
Nilsa Reyes
Did this incident involve a vendor?
No

