



Date of Incident	10-04-2022
Prepared By	Marva Brown
Reviewed By	Incident Report was reviewed by John Samuel on 10-04-2022 at 09:56 PM.
Property	Gateway Towers
Time of Incident	08:15:00
Location of Incident	3700 Gateway Drive, Apt. 220, Philadelphia, PA 19145

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other
Description of Incident
At 8:17am John Montgomery received a call from the answering service regarding a leak in apartment B220. John along with Vincent Nelson went directly to the apartment. Upon arriving at the apartment Mrs. Watson opened the door and told them that the ceiling had fallen on her husband's head while he was showering. John said he observed Mr. Watson standing quietly in the living room folding or handling clothing. John and Vince said they spoke to him and proceeded to the bathroom where they saw half of a bathroom ceiling tile had fallen into the tub.
Corrective action taken at the time of the incident
John and Vincent determined the leak was coming from the water supply line to the tub in the apartment above. They repaired the pipe and cleaned up the debris. The ceiling tile will be replaced this afternoon.
What we have done related to Customer Service and helping the resident, if anything?
I reached out to the resident to see if he was ok. He stated he was shaken up and a bit dizzy so he had his wife call the ambulance to take him to the ER. I asked if he had fallen or banged his head, he state he did not fall and did not hit his head. He said he would come in to speak with me later.
Witnesses names and phone number
Amir Watson--267-973-3111 Taliah Watson John Montgomery Vincent Nelson
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
Amir and Taliah Watson--267-973-3111
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No