

<b>Date of Incident</b>	10-04-2022
<b>Prepared By</b>	Marva Brown
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 10-28-2022 at 02:46 PM.
<b>Property</b>	Gateway Towers
<b>Time of Incident</b>	08:15:00
<b>Location of Incident</b>	This is an amended report to include photos. 3700 Gateway Drive, Apt. 220, Philadelphia, PA 19145

<b>Incident Type</b>
Injury-other
<b>Incident Type Category</b>
Residents or guests
<b>Incident Type Sub-Category</b>
other
<b>Description of Incident</b>
At 8:17am John Montgomery received a call from the answering service regarding a leak in apartment B220. John along with maintenance technician Vincent Nelson immediately responded to the call. Upon arriving at the apartment Mrs. Watson opened the door and told them the bathroom 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. He said the room was dimly lit with natural lighting, but he did not see any bruises on Mr. Watson and he did not appear to be injured. John and Vincent said they both spoke to him and proceeded to the bathroom, where they witnessed half of a ceiling tile had fallen into the tub.
<b>Corrective action taken at the time of the incident</b>
John and Vincent pulled down the remaining ceiling and determined the leak was coming from a water supply line to the tub in the apartment above. They repaired the leak and cleaned up the debris. The ceiling tile was replaced once the area had dried.
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
I contacted the resident to make sure he was ok. Mr. Watson said 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 had hit his head. He said he had neither fallen nor hit his head. He stated he was angry because he'd had leaks in the past. He state he would come to the office to discuss the issue later.
<b>Witnesses names and phone number</b>
Amir and Taliah Watson--267-973-3111
<b>Was there security camera footage of this incident?</b>
No
<b>Link to security footage video in Box</b>
http://
<b>Did this incident involve a resident?</b>
Yes
<b>Resident Name</b>
Amir and Taliah Watson--267-973-3111
<b>Did this incident involve a Lindy team member?</b>
No
<b>Did this incident involve a vendor?</b>
No

