

Date of Incident	10-30-2025
Prepared By	Anabel Guzman
Reviewed By	Incident Report was reviewed by John Samuel on 10-31-2025 at 11:07 AM.
Property	York North (YONO)
Time of Incident	00:16:00
Location of Incident	Inside Elevator #5, 1320 W. Somerville Avenue, Philadelphia, PA 19141 Lobby Floor

Report Last Updated By	Update Date
John Samuel	10-31-2025
Anabel Guzman	10-30-2025

Incident Type
Slip and Falls weather related
Description of Incident
At approximately 4:00 PM, Edith Reaves entered Elevator #5 from the second floor to travel to the lobby. While inside the elevator, she slipped, lost her balance, and grabbed the railing to stabilize herself.
Corrective action taken at the time of the incident
She reported feeling like she pulled a muscle during the incident. I, Anabel Guzman, reached out to Ms. Reaves to offer medical assistance. She declined, stating she felt sore and preferred to wait until the next day to assess how she feels.
What we have done related to Customer Service and helping the resident, if anything?
I, Anabel Guzman, reached out to Ms. Reaves to offer medical assistance. She declined, stating she felt sore and preferred to wait until the next day to assess how she feels. Will reach out tomorrow to see how she feels.
Witnesses names and phone number
NO
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Unit
0204
Resident Name
Edith Reaves
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No

