

Date of Incident	10-30-2025
Prepared By	Anabel Guzman
Reviewed By	Incident Report was reviewed by John Samuel on 11-03-2025 at 01:52 PM.
Property	York North (YONO)
Time of Incident	00:16:00
Location of Incident	Lobby Elevator #4, 1320 W. Somerville Avenue, Philadelphia, PA 19141

Report Last Updated By	Update Date
John Samuel	11-03-2025
Anabel Guzman	11-03-2025

Incident Type
Slip and Falls
Description of Incident
<p>This is revised report from 10/30/2025. At approximately 4:00 PM, resident Ms. Edith Reaves entered Elevator #5 located in the lobby of the property at 1320 W. Somerville Avenue. While traveling from her apartment to the first floor, Ms. Reaves slipped on a small amount of water that had been accidentally spilled by another resident inside the elevator. Ms. Reaves did not fall, but momentarily lost her balance and grasped the handrail to steady herself. Following the incident, she reported experiencing discomfort consistent with a possible muscle strain. The area was subsequently inspected and cleaned to prevent further risk.</p>
Corrective action taken at the time of the incident
<p>I, Anabel Guzman, contacted Ms. Reaves to offer medical assistance following the reported incident. Ms. Reaves declined assistance, stating that she was experiencing soreness but would wait until the following day to determine how she felt. Video footage of the incident was reviewed and submitted, showing Ms. Reaves entering the lobby, visiting the leasing office, and subsequently returning to her apartment. No visible signs of injury were observed as she entered or exited the elevator.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>I, Anabel Guzman, contacted Ms. Reaves to offer medical assistance following the incident. Ms. Reaves declined, stating that she was feeling sore but otherwise okay. She indicated that she primarily wanted to inform the office about a puddle of water located at the entrance of the elevator.</p>
Witnesses names and phone number
N/A
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://Yes
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