

Date of Incident	11-06-2023
Prepared By	Nancy Benner
Reviewed By	Incident Report was reviewed by John Samuel on 11-08-2023 at 12:22 AM.
Property	Longwood Manor
Time of Incident	07:20:00
Location of Incident	2400 Benson Street Building B

Report Last Updated By	Update Date
John Samuel	11-08-2023
Nancy Benner	11-08-2023

Incident Type
Mechanical Disruptions

Description of Incident

On Monday Nov 6 ,2023 the resident of B016 arrived home around 2pm. Ms. Morales said she began not feeling well shortly after getting home. She said she developed a headache and felt nauseous and decided to lay down for a while. She said she began to feel very fatigued and pushed herself to get up to do laundry. When she returned from the laundry the carbon monoxide detector and fire alarm in her apartment was sounding. Ms. Morales explained that this was her first apartment and called a friend who works in emergency service. They recommended that she call 911. Ms. Morales contacted 911 and called the emergency service for on-call to report the alarm was sounding. Henry Oates was on call and the service contacted him to let him know the alarm was going off at 7:23pm. Igor Nebeskiy contacted Dudlow Blake around 8pm. He explained that the fire department, L&I, PGW and the news were on site for a situation in the building. Dudlow was not home and contacted Henry who was on-call. Dudlow left his location and arrived at Longwood around 8:30p-8:45p Henry met with the fire department and PGW while Dudlow was in route. PGW inspected B016, the building and boiler room and found the Carbon Monoxide levels were high and the building needed to be evacuated. The fire department evacuated the building and PGW found the intake vent on the water heater was dislodged and created a buildup of Carbon Monoxide. Dudlow was not allowed close until the levels dropped. Dudlow contacted L&L heating and Michael Jacobus to report the issue. L&L heating arrived and made repairs to the water heater vent, it was tested, and the fire department allowed the residents to return home. Ms. Morales was sent to the emergency room to be evaluated and treated. L&I relayed they would return in the morning to inspect the work performed and the building.

Corrective action taken at the time of the incident
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L&L heating was contacted to make repairs right away. Michael Jacobus was contacted to report the issue and arranged to meet with Dudlow the following morning. Dudlow and Nancy Benner arranged to meet at the property in the morning to speak with L&I and arrange any additional repairs needed.

What we have done related to Customer Service and helping the resident, if anything?

Nancy Benner contacted the resident of B016 to see how she was doing. Ms. Morales was feeling better but still fatigued and sick, she was treated in the emergency room for Carbon Monoxide exposure, her levels were elevated and required treatment. She was released from the emergency room after midnight and was allowed to return home with medication and a note for work. She expressed her concerns about her stove, she had an issue with it upon move in with sparking and maintenance came out, but she was concerned that it could be an issue in the future and asked that it be switched out to ease her concerns after the events that occurred. I agreed to switch the stove for Ms. Morales and wished her a speedy recovery. I asked her to contact me if she needed anything or had any questions.

Witnesses names and phone number

Naomi Rodrigues Morales 267-335-6738 Resident of B016- Dudlow Blake 267-264-7180 Michael Jacobas 215-990-3618 - Igor Nebeskiy 267-246-8708 - Henry Oates 267-979-1460 Nancy Benner 215-669-899

Was there security camera footage of this incident?
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No

Link to security footage video in Box
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http://

Did this incident involve a resident?
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Yes

Unit

B016

Resident Name

Naomi Rodrigues Morales

Did this incident involve a Lindy team member?

No

Did this incident involve a vendor?
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No