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| Date of Incident | 12-10-2025 |
| Prepared By | Nancy Benner |
| Reviewed By | Incident Report was reviewed by John Samuel on 12-11-2025 at 01:15 PM. |
| Property | Fountain Gardens |
| Time of Incident | 08:00:00 |
| Location of Incident | Fountain Gardens Apartments 2901 Welsh Road Philadelphia PA 19152 |

| Report Last Updated By | Update Date |
|------------------------|-------------|
| John Samuel | 12-11-2025 |
| Nancy Benner | 12-11-2025 |

Description of Incident

On Wednesday, December 10, 2025, at approximately 8:09 PM, resident Tiffany Mendez of apartment B104 reported a strong odor in the common hallway, which she believed could be coming from melting plastic or an electrical outlet. Tiffany contacted the fire department and On-call maintenance technician Gabriel Guzman and the fire department responded to the community shortly thereafter. Upon arrival, the fire department began knocking on apartment doors in Building B to identify the source of the odor. Tiffany reported that the fire department indicated the door frames of units B105 and B103 felt warm. Using a crowbar, the fire department gained entry to units B102, B103, B105, and B107 to conduct safety checks. No issues were found inside these apartments. The fire department continued checking the first floor of the building and located the source of the odor at apartment A115. The resident was home and had accidentally burned rice while cooking. The fire department instructed the resident to open windows to ventilate the unit. On-call maintenance technician Gabriel Guzman arrived at the property at approximately 8:30 PM. He met with the fire department, confirmed which apartment doors had been opened, and proceeded to secure the units. Gabriel made necessary repairs, and replacement keys were made and provided to the affected residents.

Corrective action taken at the time of the incident

Gabriel Guzman inspected all apartments accessed by the fire department to ensure they were secure and functioning properly. He replaced affected lock mechanisms and confirmed that each door opened, closed, and locked correctly. Replacement keys were provided to the affected residents, and maintenance communicated that all necessary follow-up repairs were being coordinated. Gabriel also contacted Nancy Benner, Community Director, to inform her of the incident, and they arranged to follow up in the morning to finalize any remaining supplies and repairs. We also reached out to A115's renters insurance to place a claim.

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

Affected residents received replacement keys promptly, and maintenance ensured their doors were secured the same evening and we communicated that follow-up repairs were being scheduled.

Witnesses names and phone number

Tiffany Mendez - Resident of B104 - (267) 773-2449 Gabriel Guzman - On-Call Maintenance Technician - (215) 370-0688 Elias Helal - Resident of A115 - (857) 445-1935 Nancy Benner - (215)-669-8922

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

A115

Resident Name

Elias Helal - Resident of A115 - (857) 445-1935

Did this incident involve a Lindy team member?

Yes

Team Member Name

Tiffany Mendez - Resident of B104 - (267) 773-2449

Did this incident involve a vendor?

No

Should this incident be reported to the residents renters insurance policy?

Yes

What is the estimate of the loss?

Unknown

