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| Date of Incident | 12-24-2024 |
| Prepared By | Thomas Neal |
| Reviewed By | The Incident Report was Not reviewed. |
| Property | York House (South) |
| Time of Incident | 12:31:00 |
| Location of Incident | The heating and air unit in the first-floor lounge area experienced an issue. I apologize for the delay in reporting this; I initially submitted it, but it seems it didn't go through. |

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| Incident Type |
| Mechanical Disruptions |
| Incident Type Category |
| Heat-loss |
| Description of Incident |
| I was standing in the ground floor lobby when I noticed water coming down onto the heating unit. Upon further investigation, we went to the first floor and discovered that water was shooting out of the heating and air unit located there. I immediately called Shawn, who arrived promptly and turned off the water valve to stop the leak. Following this, we contacted Paul, who advised us to call Mechanical Solutions to repair the unit and Clean Tech to handle water removal and cleanup. |
| Corrective action taken at the time of the incident |
| We contacted Paul, who advised us to call Mechanical Solutions to repair the unit and Clean Tech to handle water removal and cleanup |
| What we have done related to Customer Service and helping the resident, if anything? |
| No resident was involved |
| Witnesses names and phone number |
| No witnesses |
| Was there security camera footage of this incident? |
| No |
| Link to security footage video in Box |
| http:// |
| Did this incident involve a resident? |
| No |
| 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 |