

Date of Incident	12-24-2024
Prepared By	Thomas Neal
Reviewed By	Incident Report was reviewed by John Samuel on 01-03-2025 at 11:05 AM.
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.

Report Last Updated By	Update Date
John Samuel	01-03-2025
Thomas Neal	01-03-2025

Incident Type
Mechanical Disruptions
Incident Type Category
Heat-loss
Description of Incident
Thomas Neal was standing in the ground floor lobby when he 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. Thomas 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
None
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