



Date of Incident	01-11-2023
Prepared By	Marva Brown
Reviewed By	Incident Report was reviewed by John Samuel on 01-13-2023 at 11:04 PM.
Property	Enclaves
Time of Incident	15:30:00
Location of Incident	3904 Gateway Dr., Apt A1

Incident Type
Mechanical Disruptions
Incident Type Category
Sewage backup break
Description of Incident
At approximately 3:30pm Nicole Perez of 3904A1 came home after being away for a week to discover a major back up in her kitchen.
Corrective action taken at the time of the incident
Gregg Smith, the maintenance supervisor, was immediately dispatched to the apartment. He observed the kitchen sink had backed up with food waste and sludge. He said the drawers were filled with water and the wood had begun to swell.
What we have done related to Customer Service and helping the resident, if anything?
Gregg cleaned up the water and food waste. A plumber was called and a professional cleaner to detail the area.
Witnesses names and phone number
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Nicole Perez--787-631-6760
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No