

<b>Date of Incident</b>	01-09-2025
<b>Prepared By</b>	Thomas Neal
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 01-13-2025 at 02:34 AM.
<b>Property</b>	York North (YONO)
<b>Time of Incident</b>	10:31:00
<b>Location of Incident</b>	Yono apt 520

<b>Report Last Updated By</b>	<b>Update Date</b>
John Samuel	01-13-2025
Thomas Neal	01-12-2025

<b>Incident Type</b>
Property Damage

<b>Incident Type Category</b>
Fire

<b>Description of Incident</b>
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At 10:31 PM, I received a call from a resident reporting that the fire alarm had gone off in the building. Due to medical reasons, I was unable to respond to the situation personally, so I immediately contacted Shawn, the maintenance supervisor, to address the issue. The source of the fire was identified as Apartment 520, where a space heater had malfunctioned and caught fire. The fire spread within the apartment, prompting an emergency response from the fire department. Upon arriving at the building, the firefighters proceeded to the 5th floor but were initially unable to determine the exact location of the fire. As a result, they forced entry into multiple units, including Apartments 520 and 518, in their efforts to locate and contain the fire. Once the firefighters identified the fire in Apartment 520, they connected their hoses to extinguish the flames. Unfortunately, water from their equipment leaked into several lower-level units, including the C-Ground apartments. After successfully bringing the fire under control, the firefighters broke out all the windows in Apartment 520 to ventilate the space and clear the smoke. This series of events caused damage to several units, but the swift actions of the fire department prevented the fire from spreading further.

<b>Corrective action taken at the time of the incident</b>
We are sending out flyers and emails on space heater safety. We reported incident to residents renters insurance.

<b>What we have done related to Customer Service and helping the resident, if anything?</b>
We put the resident in tempory housing ( an apartment here)

<b>Witnesses names and phone number</b>

<b>Was there security camera footage of this incident?</b>
No

<b>Link to security footage video in Box</b>
http://

<b>Did this incident involve a resident?</b>
Yes

<b>Unit</b>
0520

<b>Resident Name</b>
Jamil Strickland

<b>Did this incident involve a Lindy team member?</b>
No

<b>Did this incident involve a vendor?</b>
No

<b>Should this incident be reported to the residents renters insurance policy?</b>
Yes

<b>What is the estimate of the loss?</b>

