



<b>Date of Incident</b>	01-12-2022
<b>Prepared By</b>	Ketty Bailey
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 01-14-2022 at 04:15 PM.
<b>Property</b>	Warrington Crossings
<b>Time of Incident</b>	10:00:00
<b>Location of Incident</b>	G building

Description of Incident
At the G building all common area hallways lights were reported as being out.
Corrective action taken at the time of the incident
Bill Steever tried to troubleshoot, then called Dennis O'Connor from Paoli to check the building. Dennis confirmed that it was not any faults in the wiring or meter. Ketty Bailey called Alison Snyder to report the issue. Alison advised Ketty to call the corporate office to check the status of the PECO account. Ketty called the corporate office and they called PECO to get the account paid. During the troubleshooting, the fire alarm was tripped and the Fire Department reported. The Fire Department identified that Dennis had "jumped" the meter and advised us that this was not permitted so he removed his equipment. The fire department also said that the sprinkler system had to be re-certified due to the power failure because they believe that the troubleshooting damaged the system. Power was returned to service at 4:00pm. Ketty called Victory to come out to reset the sprinkler and Bill reset the panel. Victory was able to return the sprinkler to service, however they identified deficiencies to the system which will need to be corrected. They will be sending a proposal ASAP.
What we have done related to Customer Service and helping the resident, if anything?
We sent out an email to G building residents letting them know that the hallway common area lights are out and will be back on soon. Alison advised Ketty to have the corporate office check ALL PECO accounts to ensure that we are up to date so that this does not happen to any other buildings.
Witnesses names and phone number
Bill and Ketty
Is criminal activity involved
No
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

