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| Date of Incident | 01-18-2024 |
| Prepared By | Joseph Cooper |
| Reviewed By | Incident Report was reviewed by Alison Snyder on 01-19-2024 at 02:20 PM. |
| Property | Willow Bend |
| Time of Incident | 04:10:00 |
| Location of Incident | Building C laundry room |

| Report Last Updated By | Update Date |
|-------------------------------|--------------------|
| Alison Snyder | 01-19-2024 |
| Doris Scipio | 01-19-2024 |

| Incident Type |
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Misc.

| Description of Incident |
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Baseboard heater supply line endcap burst flooding out laundry room and gym.

| Corrective action taken at the time of the incident |
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Shut water to building down Sweated a new shut off valve on Sucked up water Set up fan and signs The entire maintenance team assist in rectifying the issue in a timely manner.

| What we have done related to Customer Service and helping the resident, if anything? |
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Doris S. sent an email blasted to the residents of the C building informing them when and why the water was shut off in an emergency. An email blast was also sent informing the residents when the water was restored.

| Witnesses names and phone number |
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N/A

| Was there security camera footage of this incident? |
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No

| Link to security footage video in Box |
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http://

| Did this incident involve a resident? |
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No

| Did this incident involve a Lindy team member? |
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No

| Did this incident involve a vendor? |
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No

