

<b>Date of Incident</b>	01-17-2025
<b>Prepared By</b>	Thomas Neal
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 01-19-2025 at 12:22 AM.
<b>Property</b>	York House (South)
<b>Time of Incident</b>	04:00:00
<b>Location of Incident</b>	Basement close to back door, above heating unit.

<b>Report Last Updated By</b>	<b>Update Date</b>
John Samuel	01-19-2025
Thomas Neal	01-18-2025

<b>Incident Type</b>
Mechanical Disruptions
<b>Incident Type Category</b>
Plumbing or Sprinkler leak
<b>Description of Incident</b>
We noticed water damage on the wall near the back door of the basement. Upon closer inspection, we heard a hissing noise. After opening the wall, we discovered that water was spraying from the pipes. Shawn contacted L&L Plumbing, and a plumber arrived within approximately 30 minutes. The plumber assessed the situation and attempted to locate a safe drainage option, as the water was hot. He then turned off the water supply to investigate further. He explained that he could only provide a temporary fix at this time, as a permanent repair would require significant work. The plumber advised that, in the best-case scenario, the heat and water would be turned off for one day to complete the repair. However, in the worst case, the water and heat could be down for 2-3 days to replace the pipes. He also mentioned that the pipe in question might be unnecessary and could potentially be capped. The plumber will return on Monday to reassess the situation and provide an update on the next steps.
<b>Corrective action taken at the time of the incident</b>
Plumber was called and taped the pipe, but it's still dripping.
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
N/A
<b>Witnesses names and phone number</b>
N/A
<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>
No
<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>
No

