

<b>Date of Incident</b>	01-21-2026
<b>Prepared By</b>	Dawn Buck
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 01-21-2026 at 05:33 PM.
<b>Property</b>	Regency House
<b>Time of Incident</b>	10:45:00
<b>Location of Incident</b>	Unit 212 and Fitness Center

<b>Report Last Updated By</b>	<b>Update Date</b>
Alison Snyder	01-21-2026
Dawn Buck	01-21-2026

**Incident Type**

Property Damage

**Description of Incident**

Unit 212 heat pipe in bedroom burst causing a flood of water in her bedroom, her carpeting, clothing and shoe boxes on the floor were wet. Water leaked down into the Fitness Center causing damage to the ceiling and carpeting. It was found that the transformer for the heat was unplugged so heat was off to the unit.

**Corrective action taken at the time of the incident**

Resident was called at work and alerted and gave approval for maintenance to pick up the wet articles of clothing and shoes and put them in plastic bags and move from the area so that Clean tech could extract water from the carpeting. Maintenance team repaired the burst pipe and restored heat to the building.

**What we have done related to Customer Service and helping the resident, if anything?**

Resident was called and explained that she should contact her renters ins for any loss. We are reporting the damage to her renters insurance as well.

**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**

Valerie Spellman

**Did this incident involve a Lindy team member?**

No

**Did this incident involve a vendor?**

No

**Should this incident be reported to the residents renters insurance policy?**

Yes

**What is the estimate of the loss?**

2000

