

Date of Incident	01-21-2022
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Lori Kolinchak on 01-25-2022 at 12:58 AM.
Property	450 Green Apartments
Time of Incident	08:00:00
Location of Incident	C building.

Description of Incident
<p>On Friday, 1/21/22, residents in A-F buildings were reporting no heat calls throughout the day. We contacted L&L to report. Rob sent one of his techs to repair, which was working. After a couple hours, Curtis Washington, informed me that the boiler was down again. L&L was contacted and the tech reported that the boiler was working, but said there may be a leak underground because the boiler was not holding pressure. It wasn't until around 8 p.m., that Lori K. called me to tell me the boiler was down and informed me that Mike J., and contractors L&L, Lou Barricelli and Ben Manis would be on-site early Saturday morning to begin repairs. Once the contractors located the leak and began digging they realized the broken pipe was under the building and they would need to dig in apt C100. Stephen had to notify the residents that we needed to move them out ASAP to continue repairs. Residents were transferred to K304 the next morning (Sunday). Digging continued after residents were relocated and continued on Monday. Boiler up and running at approximately 7:00 PM on 1/24/22. Building being monitored over night for any additional leaks, etc. . Planning for residents to return on Tuesday 1/24.</p>
Corrective action taken at the time of the incident
<p>Mike arranged for all contractors to find the leak and make the necessary repairs. Lori, Mike and Brian were all notified and we had multiple conference calls to update the status and to plan how to get the boiler fixed and what information to provide to the residents. Victory was called to drain the sprinkler system. Fire watch was arranged.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>Since Friday evening, up to present day, we've been sending constant email blasts to the residents informing them of new information and updates. We have asked residents to stay with family/friends or find hotels to go to on Sunday & Monday nights. We offered compensation of up to \$200 for two nights for resident with proof of a hotel receipt. Any residents that didn't have money to book a hotel reservation, I helped reserve rooms for at local hotels. The maintenance team (Curtis Washington, Tyrone Graves, Matt Morton and Gil Antuna) as well as Stephen Cicala physically packed and moved residents to K304..</p>
Witnesses names and phone number
N/a
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?
Yes
Resident Name
C building residents
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

