

<b>Date of Incident</b>	01-31-2022
<b>Prepared By</b>	Stephen Cicala
<b>Reviewed By</b>	Incident Report was reviewed by Lori Kolinchak on 02-02-2022 at 03:16 PM.
<b>Property</b>	450 Green Apartments
<b>Time of Incident</b>	12:00:00
<b>Location of Incident</b>	Apartment Q201

Description of Incident
The resident came into the leasing office to tell us that water is spraying all over her apartment. She communicated that she called the Norristown Fire Department. Maintenance and myself, Stephen Cicala, went to the residents apartment to find hot water spraying out of the baseboard heater pipe in the residents main bedroom. The water was also going down into the ground floor storage room.
Corrective action taken at the time of the incident
Mike J. and Lori K. were both contacted to inform what was happening. Maintenance, Curtis Washington, with the help of Rob (from L&L) over the phone, shut the boiler down in buildings L, M, N, P & Q buildings. Also the hot water to the boiler was turned off to stop the water from spraying in the apartment. Rob was also notified to come to apartment Q201 for an emergency repair. Contacted Clean Tech to perform emergency water extraction in Q201 and the storage closets and install air movers.
What we have done related to Customer Service and helping the resident, if anything?
Communicated to the resident to find a place to stay, possible hotel. Suggested to the resident to contact her Renters Insurance. The resident advised me verbally, in an email and also Clean Tech cleaners, that she wants her bedroom set disposed of, bedframe , mattress and dresser. I asked the resident to take pictures for her renters insurance claim. Resident should be able to return by 2/3.
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
Baneisha Wyche from Q201
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
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