

<b>Date of Incident</b>	02-10-2026
<b>Prepared By</b>	Andrea Reusser
<b>Reviewed By</b>	Incident Report was reviewed by Lori Kolinchak on 02-12-2026 at 08:42 AM.
<b>Property</b>	Overlook Apartments
<b>Time of Incident</b>	02:29:00
<b>Location of Incident</b>	Overlook Hills Apartment 2 and 6

<b>Report Last Updated By</b>	<b>Update Date</b>
Lori Kolinchak	02-12-2026

<b>Incident Type</b>
Property Damage

<b>Incident Type Category</b>
Weather

<b>Incident Type Sub-Category</b>
Snow Ice Storm

**Description of Incident**

at approximately 2:30 pm the office was notified that water was coming steadily into apartment 6 from around the window and into their room. They had heard a loud crash earlier and had submitted a non-priority work order related to a leaking window. After the office was notified, Thomas Hines and Robinson Filus discovered that the heating pipe had broken in the bedroom of Unit 2 and was leaking into the living room of apartment 6. The water was turned off to the heater and the pipe repaired. As Maintenance was leaving, they heard water running and noticed water coming out on the floor in the living room. The heating pipe had cracked slightly and was leaking. They turned the water off and repaired the heating pipe there.

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

Cleantech was called to extract water from Unit 6 and from Unit 2. All heaters were checked and working and residents were instructed to contact the office if they needed any additional information/help.

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

I have reached out to both to check on the status of the apartment and to make sure the heat is working today. I have given my contact information to both residents for use if filing a renters insurance claim for any potentially damaged items.

**Witnesses names and phone number**

Thomas Hines, Robinson Filus - staff members

**Was there security camera footage of this incident?**

No

**Link to security footage video in Box**

http://

**Did this incident involve a resident?**

Yes

**Unit**

2

**Resident Name**

Kristine Ernie

**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?**

No