

<b>Date of Incident</b>	02-21-2025
<b>Prepared By</b>	Jeff Wilson
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 02-24-2025 at 03:58 PM.
<b>Property</b>	450 Green Apartments
<b>Time of Incident</b>	04:15:00
<b>Location of Incident</b>	E Building Unit E200 frozen heating pipe burst in main bedroom and leaked down to E100 living room area.

<b>Report Last Updated By</b>	<b>Update Date</b>
Alison Snyder	02-24-2025
Jeff Wilson	02-24-2025

Incident Type
Mechanical Disruptions
Incident Type Category
Plumbing or Sprinkler leak
Description of Incident
On Friday Feb 21st at 4pm the leading office received an emergency call for a leak in unit E100. Maintenance identified the leak was coming from unit E200 bedroom heating pipe. The pipe was frozen and burst. Curtis and George turned off the heat to building E and isolated the broken pipe. Curtis called L&L heating to repair the pipe and turn the heat back on to the building. Cleantech emergency services were also called for water extraction and to set up blowers and dehumidifiers.
Corrective action taken at the time of the incident
Maintenance shutoff heat to building E to stop the leak. L&L repaired pipe and restored heat to building. Cleantech cleaned up the water and set up blowers and dehumidifiers.
What we have done related to Customer Service and helping the resident, if anything?
We offered to pay for a hotel room but the residents had other options. Also, instructed resident to contact their renters insurance.
Witnesses names and phone number
NA
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
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

