

Date of Incident	02-19-2025
Prepared By	Melissa Verdon
Reviewed By	Incident Report was reviewed by John Samuel on 02-25-2025 at 02:36 PM.
Property	Gateway Airport Townhomes
Time of Incident	07:00:00
Location of Incident	8422 Gibbs Place, living room

Report Last Updated By	Update Date
John Samuel	02-25-2025
Melissa Verdon	02-24-2025

Incident Type	
Property Damage	
Incident Type Category	
Weather	
Incident Type Sub-Category	
Flood	
Description of Incident	
At approximately, 7pm on Wednesday, February 19th, 2025 we received a call from the on-call service informing us that there was a flood reported in apartment 8422 Gibbs Place. Kareem Fuller responded to the call. he arrived to the apartment at approximately 7:35pm to find that a pipe had burst in the living room ceiling flooding out the downstairs of the apartment home. Kareem had vacuumed up the water and placed blowers in the apartment. The resident, Kevin Haughton, had informed maintenance that he is in the process of moving out and was going to spend the night at his girlfriend's house, so we can revisit the issue in the morning.	
Corrective action taken at the time of the incident	
The water was vacuumed up and blowers were placed in the apartment. The resident is in the process of moving the rest of his belongings out. ALB will be completing the repairs on Thursday, February 27th, 2025	
What we have done related to Customer Service and helping the resident, if anything?	
We offered to move the resident's belongings to a pod while working on his apartment. He declined and told us he will have everything out by Wednesday, February 26th, 2025.	
Witnesses names and phone number	
Kareem Fuller - 215-740-1733 Kevin Haughton - 267-707-7178	
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	
8422G	
Resident Name	
Kevin Haughton	
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?	
unsure at this time	

