



## Incident Report

**Prepared By:** Alison Snyder

**Property:** Park at Westminster

**Date of Incident:** 02-28-2020

**Time of Incident:** 08:00:00

**Location of Incident:** Apt A28 Kitchen

**Description of Incident:** At 8:00 AM on 2/28/20, Joan Locosale who resides in apt A28 called the answering service to report that her kitchen sink backed up and water flooded her kitchen floor and drawers. John Labar reported immediately. Joan advised John that she had fallen between the kitchen and the dining room from the grease on the floor in the kitchen. John called the plumbers and assisted Joan with cleaning the kitchen areas to reduce the grease. This is the second time this happened this week. The first time was at 11:30pm on 2/24/20. Plumbers cleared the line at that time, out cleaner cleaned her kitchen and we scheduled for the stack to be jetted on Thursday, 2/27 however due to high winds, it had to be cancelled

**Corrective action taken at the time of the incident:** John assisted Joan with cleaning up the grease. Ben Manis was called to clear the line and jet the stack. Our cleaner will clean her kitchen for a final cleaning when all is complete.

**What we have done related to Customer Service and helping the resident, if anything?:** Alison called Joan to apologize that this occurred again. I explained that the jetting will be done today since it couldn't be completed yesterday due to the high winds. I asked about her fall, and she said for now she feels ok and didn't seem to get her. She was walking on a towel to try not to slip on the grease and fell between the kitchen and the dining room. Because this is the second time in one week, I told her we would be offering her a rent credit of \$200 for the inconvenience. Joan was concerned that she is going away next week and won't be here if something happens, so I told her that I would have maintenance go in each morning she is away to check for any back ups.

**Witnesses names and phone number:** John Labar 215-669-8798 Joan Locosale 215-792-7927

**Is criminal activity involved?:** No