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| Date of Incident | 03-06-2024 |
| Prepared By | Jacquelyn Owens |
| Reviewed By | Incident Report was reviewed by John Samuel on 03-07-2024 at 09:39 PM. |
| Property | York North (YONO) |
| Time of Incident | 06:37:00 |
| Location of Incident | 11th floor community room and Roof drainage |

| Report Last Updated By | Update Date |
|-------------------------------|--------------------|
| John Samuel | 03-07-2024 |
| Jacquelyn Owens | 03-07-2024 |

| Incident Type |
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| Property Damage |
| Incident Type Category |
| Weather |
| Incident Type Sub-Category |
| Flood |
| Description of Incident |
| The roof drainage was backed up with a Gatorade bottle and trash causing water to overflow and flood the community room and 10th floor unit 1018 |
| Corrective action taken at the time of the incident |
| Called Cleantech for water extraction and clean up, unclog roof drainage |
| What we have done related to Customer Service and helping the resident, if anything? |
| Offered Cleantech services to clean unit but she denied, gave \$15 laundry card and one day rent credit for \$48.32 |
| Witnesses names and phone number |
| Jacquelyn Owens 215-356-4203 |
| 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 |
| 1018 |
| Resident Name |
| Gwendolyn Johnson |
| Did this incident involve a Lindy team member? |
| Yes |
| Team Member Name |
| Shawn Hargett and Willie Wilson |
| Did this incident involve a vendor? |
| Yes |
| Vendor Name |
| Cleantech |

