

Date of Incident	03-16-2021
Prepared By	Amber Johnson
Reviewed By	Incident Report was reviewed by John Samuel on 03-16-2021 at 04:29 PM.
Property	Haverford Court
Time of Incident	01:45:00
Location of Incident	7400 Haverford Ave East lobby

Description of Incident
There was water damage to the ceiling in the lobby outside the leasing office. Maintenance went to the apartment above to check for the leak. Discovered that the leak is from a hole in the stack pipe and is constantly running. There was no shut off for that pipe. Called Ben Mannis and they told us we would have to turn the water off over night. Ron Called Mike Jacobus for assistance, then called John Samuel when mike didn't answer. Mike called Ron back and told him to call Bill Frusco. Ron called him and FaceTime to show him the leak. They then let us know they would send a guy to take a look. Currently waiting on the worker now. We placed cones and cans to catch the water and mopped the lobby floor.
Corrective action taken at the time of the incident
Called plumbers, called regional and Mike Jacobus. Placed trash cans and cones and wet floor signs
What we have done related to Customer Service and helping the resident, if anything?
We notified residents of the issue, so they would know the water may be turned off for repairs
Witnesses names and phone number
Amber 215-356-4203 Ron- +1 (267) 673-5393
Is criminal activity involved
No
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

