

<b>Date of Incident</b>	03-12-2026
<b>Prepared By</b>	Anabel Guzman
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 03-16-2026 at 02:53 PM.
<b>Property</b>	York House (South)
<b>Time of Incident</b>	11:00:00
<b>Location of Incident</b>	5325 Old York Road Phila.Pa.19141

<b>Report Last Updated By</b>	<b>Update Date</b>
John Samuel	03-16-2026

**Incident Type**

Property Damage

**Description of Incident**

On the above-mentioned date and time, a heating pipe burst occurred within the wall area located between Apartments 1114 and 1113. The pipe failure resulted in a significant release of water that traveled vertically through the building and impacted multiple units on lower floors. As a result of the burst pipe, water intrusion and related damage were reported in the following locations: Apartment 1114 Apartment 1113 Apartment 1014 Apartment 914 Apartment 814 Kynn Care Office (Basement Level) Impact and Damage: The water intrusion caused visible damage to ceilings, walls, and flooring within the affected apartments and areas. Water was observed traveling through interior wall cavities and ceiling spaces, eventually reaching the basement level where it impacted the Kynn Care Office, including portions of the basement walls and ceilings. Initial assessments indicate potential damage to building finishes as well as possible impact to personal property within some of the affected apartments. Upon discovery of the incident, the maintenance and management teams were immediately notified and responded to the situation to assess the extent of the damage and begin mitigation efforts.

**Corrective action taken at the time of the incident**

Upon discovery of the incident, John Samuel immediately reported the issue to Mike Jacobus and Brian Kroker. An inspection of the affected apartments was conducted by Shawn Hargett and Tyreeq McCoy to assess the extent of the damage. L&L Heating Contractors were promptly contacted and arrived on March 12, 2026, to evaluate the situation. The building's heating system was temporarily shut down in order to safely complete repairs to the broken heating pipe located between Apartments 1114 and 1113. Clean Tech was engaged to perform water extraction services in the affected apartments, specifically addressing areas with standing water and damp carpeting to prevent further damage. Additionally, painting contractors have already inspected the impacted units and prepared a list of required patching and painting repairs. These restoration repairs are scheduled to begin early next week. Management and maintenance teams will continue monitoring the affected areas and coordinating repairs to restore all impacted spaces as quickly as possible.

**What we have done related to Customer Service and helping the resident, if anything?**

To ensure resident safety and comfort following the incident, the maintenance team conducted walkthrough inspections of each affected unit to assess damages and identify any immediate resident needs. Residents were kept informed throughout the process regarding the scope of the issue, anticipated repairs, and the next steps for restoration. Due to the temporary loss of heat caused by shutting down the heating system to complete the pipe repair, temporary heaters were provided to residents in Lines 14 and 13 to maintain safe and comfortable living conditions overnight. Maintenance and management staff made every effort to ensure residents remained comfortable during this time and addressed any concerns promptly. The team maintained open communication with affected residents until normal heating services were fully restored.

**Witnesses names and phone number**

N/A

**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**

1114

**Resident Name**

1114,1113,1014,914,814

**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