

Date of Incident	03-20-2023
Prepared By	Josh Kozich
Reviewed By	Incident Report was reviewed by Brian Kroker on 03-24-2023 at 03:51 PM.
Property	Towers at Wyncote
Time of Incident	07:00:00
Location of Incident	513-2 toilet supply line broke causing her apartment to flood and affect the units below her and in the 12 line as well. 10 units in total were effected.

Incident Type
Misc.
Description of Incident
The toilet supply line broke in 513-2. This resulted in flood damage to 512-2,412-2,413-2,312-2,313-2,212-2,213-2,112-2,113-2. Matt replaced the toilet supply line and called out Disaster Solutions to remediate water damage.
Corrective action taken at the time of the incident
The toilet supply line was fixed and Disaster Solutions called out to remediate water damage.
What we have done related to Customer Service and helping the resident, if anything?
We have setup Disaster Solutions to remediate water damage, ERC Construction to fix all areas of Sheetrock and baseboards that were removed and FTS flooring to address any carpet/padding that needs to be replaced.
Witnesses names and phone number
Matt - 215-980-7402
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

