

Date of Incident	03-24-2021
Prepared By	Kaitlin Benner
Reviewed By	Incident Report was reviewed by John Samuel on 03-25-2021 at 09:56 AM.
Property	York North (YONO)
Time of Incident	08:00:00
Location of Incident	First floor in apartment 112 the sprinkler pipe above the kitchenette burst

Description of Incident
Alarm sounded after 8pm with no identifiable fire, the fire department reset the alarm and left. The alarm then sounded again about thirty minutes later and the resident in 112 sent her medical aide out to report flooding, the sprinkler pipe above her kitchenette had burst and started flooding the unit. The front desk concierge called the fire department and then on call Maint. Shawn Hargett arrived on the scene after assessing the severity of the issue he contacted his supervisor Rafael Soto then immediately started to try and contain the damage, Rafael arrived onsite about 15 minutes later and turned off the water for the sprinkler system and turned off the generator and started to drain the system. After starting the draining process Rafael contacted Mike Jacobus Maintenance Manager and Kaitlin Benner the community director, Kaitlin Benner called and put the alarm on test at the direction of the fire department. Both Michael Jacobus and Kaitlin Benner arrived onsite at the same time, Michael Jacobus was able to isolate the first floor sprinkler from the rest of the building. A majority of the damage was isolated to the first floor apartments: 105, 110, 111, 112, 113 and unit B and C in the basement. The water did flood the leasing office as well, technical equipment will have to be assessed for damages. Cleantech was contacted for water extraction in the damaged units, metropolitan was contacted for sprinkler repair, and Kartman fire was contacted to service the fire panel and damaged smoke heads. The resident in 112 left the building to stay with her daughter, the other residents had water extracted from their apartments and arrangements were made for additional water remediation first thing in the morning.
Corrective action taken at the time of the incident
Supervisors contacted metropolitan, Cleantech, and Kartman fire to resolve water and fire panel issues, water was extracted and additional work was scheduled for the morning.
What we have done related to Customer Service and helping the resident, if anything?
Each resident was visited by the property manager and maintenance supervisor, the process of water remediation was explained and scheduled.
Witnesses names and phone number
Shawn Hargett: 215-490-1751 Rafael Soto: 215-888-8433 Michael Jacobus: 215-990-3618 Kaitlin Benner: 215-983-8858 Liz Hewlett-Packard: 610-724-6136
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?
Yes
Resident Name
Hikima Gardner
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

