

<b>Date of Incident</b>	03-24-2025
<b>Prepared By</b>	Thomas Neal
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 03-26-2025 at 09:23 AM.
<b>Property</b>	York House (South)
<b>Time of Incident</b>	20:00:00
<b>Location of Incident</b>	Apts 1109 & 1110

<b>Report Last Updated By</b>	<b>Update Date</b>
John Samuel	03-26-2025
Thomas Neal	03-25-2025

<b>Incident Type</b>
Mechanical Disruptions
<b>Incident Type Category</b>
Plumbing or Sprinkler leak
<b>Description of Incident</b>
On 03/24/25, around 8 pm, a pipe burst between apartments 1109 and 1110. Water flowed from the 11th floor down to the 1st floor, affecting the following units. (1110, 1109, 1009, 1010, 909, 910, 809, 810, 709, 710, 609, 610, 509, 510, 409, 401, 309, 310,209, 210 110,109,010). Clean Tech was called to extract water from 16 apartments. L&L arrived, , shut off the water for the night and fixed the pipe on 3/25 and made sure every residents have heat .
<b>Corrective action taken at the time of the incident</b>
Clean tech extracted water and L&L shut off the water and fix the broken pipe.
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
I contacted most of the residents again to see if they needed help contacting their rental insurance.
<b>Witnesses names and phone number</b>
Gail Johnson (484) 358-1708 & Kevin Crommarty (215) 806-5707
<b>Was there security camera footage of this incident?</b>
No
<b>Link to security footage video in Box</b>
http://
<b>Did this incident involve a resident?</b>
Yes
<b>Resident Name</b>
Kevin Crommarty (215) 806-5707
<b>Did this incident involve a Lindy team member?</b>
No
<b>Did this incident involve a vendor?</b>
No
<b>Should this incident be reported to the residents renters insurance policy?</b>
Yes
<b>What is the estimate of the loss?</b>
I don't know