

Date of Incident	04-08-2021
Prepared By	Dawn Buck
Reviewed By	Incident Report was reviewed by Lori Kolinchak on 04-08-2021 at 10:47 AM.
Property	Regency House
Time of Incident	06:25:00
Location of Incident	6301 N. 10th Street, Unit 411, Philadelphia, PA 19141

Description of Incident
At 6:25 am, Resident Shelly Jones in unit 211 noticed water coming from her kitchen ceiling in cabinets and also through her living room ceiling. She called the after hours service. Jermaine Newall went out to unit. He went upstairs to newly renovated vacant Unit 311 and found water running down wall behind refrigerator and kitchen cabinets. Water was pooled up on the floor in unit 311. Jermaine went to unit 411 and knocked. He found no one home and entered apartment. The kitchen sink was left running and the faucet was turned toward the counter, so that the water was running all over the counter, down cabinets and all over the floor in unit 411. Tried to contact Resident and no voice mail and could not leave a message. Contacted Allstate Ins and started claim.
Corrective action taken at the time of the incident
Maintenance dried up water and then left a blower in unit 411. Water was cleaned up in 311 and blower put in unit to dry out new cabinets. Unit 211 Resident was asked to remove items from her cabinets and maintenance put a blower in her unit to dry out cabinets and walls. Dawn Buck contacted Lori Kolinchak who contacted Paul Oneto who is filling in for Mike Jacobus. Lori and Paul contacted Nate to ensure that all necessary measures were being taken to dry out the units, etc.
What we have done related to Customer Service and helping the resident, if anything?
I contacted Renters Ins for Unit 411 and started a claim for the damages. I contacted unit 211 and spoke to Shelly Jones and explained that we will put blower in unit to dry out cabinets. I advised her to contact her Renters Ins co for any damages.
Witnesses names and phone number
Jermaine Newall 215-356-4522 Nate Morton 267-294-1249 Shelly Jones
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
Denia Brooker Unit 411 and Shelly Jones Unit 211
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

