

Date of Incident	04-07-2025
Prepared By	Melissa Verdon
Reviewed By	Incident Report was reviewed by John Samuel on 04-09-2025 at 01:23 PM.
Property	Gateway Airport Townhomes
Time of Incident	08:07:00
Location of Incident	Upstairs bathroom exhaust fan

Report Last Updated By	Update Date
John Samuel	04-09-2025
Melissa Verdon	04-08-2025

Incident Type
Property Damage
Incident Type Category
Fire
Description of Incident
A fire occurred in the upstairs bathroom exhaust fan at 8103 Angelo. The Fire Department was immediately called to respond to the situation. During the incident, the exhaust fan dislodged, causing damage to the toilet, which led to flooding throughout the apartment, affecting both the upstairs and downstairs units. Cleantech was contacted to address the water damage and deployed machinery to extract the excess water. Gregg Smith, our on-call technician, secured the burnt wiring and restored electricity for the residents and Cleantech's equipment. Additionally, the water supply was turned off for the toilet and reconnected for other residential needs. Melissa Verdon, Community Director, reserved temporary accommodations for the affected residents at The Sheraton located on Island Avenue.
Corrective action taken at the time of the incident
We called Cleantech to extract the water and scheduled Andreas painting to complete the repairs needed for this unit.
What we have done related to Customer Service and helping the resident, if anything?
Reserved a hotel room for the residents
Witnesses names and phone number
Melissa Verdon - 267-400-6526 Greg Smith - 267-320-0219 Montrell Valentine - 267-882-3461 Zaquia Austin - 267-882-3461
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
8103A
Resident Name
Montrell Valentine
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?
Yes
What is the estimate of the loss?
unsure at this time

