



<b>Date of Incident</b>	04-16-2021
<b>Prepared By</b>	Felicia Howell
<b>Reviewed By</b>	Incident Report was reviewed by Lori Kolinchak on 04-19-2021 at 04:53 PM.
<b>Property</b>	Bromley House
<b>Time of Incident</b>	00:01:00
<b>Location of Incident</b>	Bromley House A117, A115, A113, and A111

Description of Incident
<p>On Saturday, April 16, 2021 around 1:00A, the resident in A117 called TAS to inform maintenance their apartment overflowed from the drains inside the bathroom. The plumbers were called and Cleantech was called for an emergency water Extraction. The plumbers came and attempted to clear the drains. Cleantech came and extracted water throughout the two bedroom apartment. Maintenance gave them keys to the vacant, A301 to utilize the apartment until they were able to go back into their home. Around my arrival of work at 10:00am Saturday morning the cleaners were finishing up and the plumber was still attempting to clear the drain. I spoke with the residents and explained they should contact their renter's insurance company and enter a claim. Mr. Chirran understood and explained he would call his insurance company Saturday night. Mike Jacobus reported to assess the situation. As the plumbers continued to clear the drains, they were not successful. Lori and Mike decided to turn the water off to the building as that would be the only way to stop additional flooding. Water was turned off to the A building at 6:00p. Plumbers came back on site Sunday morning at 9:00a to troubleshoot the issue further. A camera was used, a hole was dug up inside the hallway outside of A113. No Avail. A sump pump was placed in A117 to prevent further flooding and the water was turned on to the building Sunday at 6:00p. Around 7:00p, TAS called and explained A111 apartment flooded. Stephon Everett-Bey, Maintenance came out and found A111 and A117 flooded. Water was turned back off to the building. Plumbers came back out Monday around 8:00A. Plumbers cut a hole inside A117 bathroom wall to get better access to the pipe. Massive clog discovered. Clog cleared. Water turned back on at 12:00p and it's been running fine since then.</p>
Corrective action taken at the time of the incident
<p>Maintenance responded immediately. Residents in A117 contacted spoken on Saturday morning and the plan to get the drains cleared in their unit.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>Emails, text, and voice messages sent to all residents of the A building regarding the water shut offs. Also communication with A117, A115, A113, and A111. Clean Tech extracted water and cleaned bath tubs, bathrooms, etc. Purchased bottles of water for the residents on Monday Morning, April 19th and informed them water was in the office for them.</p>
Witnesses names and phone number
<p>Stephon Bey. 215-518-9194</p>
Is criminal activity involved
<p>No</p>
Was there security camera footage of this incident?
<p>No</p>
Link to security footage video in Box
<p>http://</p>
Did this incident involve a resident?
<p>Yes</p>
Resident Name
<p>Charan Gurrula, Nayana Puttaswamy, Paul Matias, Christopher Johnson, Danella Alston</p>
Did this incident involve a Lindy team member?
<p>Yes</p>
Team Member Name
<p>Stephon E. Bay</p>
Did this incident involve a vendor?
<p>Yes</p>
Vendor Name
<p>Ben Manis Plumbing &amp; Clean Tech</p>