

<b>Date of Incident</b>	04-18-2022
<b>Prepared By</b>	Billie Schott
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 04-19-2022 at 08:07 PM.
<b>Property</b>	Crossings at Stanbridge
<b>Time of Incident</b>	16:00:00
<b>Location of Incident</b>	1st floor boiler room and compactor room backed up with sewer. Apt 111, Apt 106. Small areas in hallway. Select 1st floor apartments were also affected with back ups in their bathtubs and toilets.

Description of Incident
At 6:00pm, Dave Weldon noticed that there was gurgling noises in the toilets. Shortly thereafter, the 1st floor boiler room, compactor room backed up with sewage from the main sewer line. Apt 111, that is next to the boiler room was effected with the sewage water and had damage to their closet and flooring. Residents on the first floor were unable to flush their toilets during this time. (Note the picture attached is from after the lines were cleared and water was drained.)
Corrective action taken at the time of the incident
Dave contacted Manis plumbing to come out and clear drains. At approximately 9pm, a tech came out and worked several hours to try and clear drains, but was unable to clear them. Dave installed a small pump in the boiler room to pump the water out throughout the night. Dave also contacted Mike Jacobus to let him know what was happening. On 4/19/22 Manis returned to the property to jet the drain lines. Once the drain out front of the building was cleared, the water subsided in the boiler room and trash room, and toilets were able to flush again. Manis jetted all first floor drain sewer lines to be sure they were cleared. We also had them camera the lines for any breaks or deeper clogs. Nothing was found. All areas are now clear.
What we have done related to Customer Service and helping the resident, if anything?
Dave and Billie kept residents informed of what was being done to resolve the issue. Cleantech cleaned affected areas, including Apt 111 and 106, as well as small areas in the hallway. A fan was installed in Apt 111 to dry the areas.
Witnesses names and phone number
Dave Weldon 215-669-5158 Billie Schott 215-840-4089 Sharon Waples 267-616-4408
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?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

