

Date of Incident	05-05-2021
Prepared By	Laura Reed
Reviewed By	Incident Report was reviewed by John Samuel on 05-05-2021 at 05:54 PM.
Property	York House (South)
Time of Incident	09:00:00
Location of Incident	The origin of the leak was apartment 109. The water ran through the walls to the Lobby floor and apartment 9 then to the basement in the Pharmacy.

Description of Incident
At 9:00am, I was notified that there was water in the hallway between apartment 8 and 9. The maintenance super after inspection informed that the water was a result of water overflowing in the bathroom sink in apartment 109. The resident in apartment 109 said she has left the water running in the bathroom and the faucet wasn't working correctly. I asked her what she meant. She said the faucet wasn't right. I asked the maintenance tech about the incident. He said when they arrived at her apartment the maintenance team had to run something down the sink drain to get it to drain. The water ran down to the Lobby floor and the basement. On the Lobby floor, apartment 9 had a tremendous amount of water damage to the ceiling and walls. There was standing water on the bathroom floor. There was standing water in the hallway. The water ran down to the Pharmacy in the basement. Water had run down the inside of the walls in the storage room and common room and was pooling on the floor. Cleantech was called. They began work almost immediately. They got the standing water up from the floors. The punched holes in the walls in the Pharmacy and Apt 9 bathroom. Currently there are air movers and dehumidifiers running. The resident in apartment 109's insurance company was called. The policy is from QBE; the policy number is PRH5528753. The Insurance Company is Peak Ins 800-566-1186. The claim number is 805112N. The adjuster is Timothy Chamber 770-856-5150.
Corrective action taken at the time of the incident
Called Cleantech to remediate water.
What we have done related to Customer Service and helping the resident, if anything?
Witnesses names and phone number
Laura Reed 215-329-3595 Ralph Sato 215-329-3595
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
Mrs. Roach
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

