

<b>Date of Incident</b>	05-05-2024
<b>Prepared By</b>	Jason Aleman
<b>Reviewed By</b>	Incident Report was reviewed by Brian Kroker on 05-06-2024 at 09:30 PM.
<b>Property</b>	Towers at Wyncote
<b>Time of Incident</b>	12:30:00
<b>Location of Incident</b>	301-1 327-1 201-1 227-1

<b>Report Last Updated By</b>	<b>Update Date</b>
Brian Kroker	05-06-2024
Jason Aleman	05-06-2024

<b>Incident Type</b>
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Misc.

<b>Description of Incident</b>
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227-1 called reporting water coming from the wall in the living room. On call responded and traced water to 301-1 hot water tank. Water leaked into 201-1 as well as 227-1.

<b>Corrective action taken at the time of the incident</b>
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Hot water tank replaced. Disaster Solutions called to remediate water. Resident had mattress on floor. Disaster stated there was nothing that could be done for mattress on their end.

<b>What we have done related to Customer Service and helping the resident, if anything?</b>
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I spoke to resident first thing in the morning and explained the situation. He was calm but asking if it was a tank failure or something he did.

<b>Witnesses names and phone number</b>
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Quam Kent 215-888-8433 Jason Aleman 267-895-6576

<b>Was there security camera footage of this incident?</b>
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No

<b>Link to security footage video in Box</b>
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http://

<b>Did this incident involve a resident?</b>
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No

<b>Did this incident involve a Lindy team member?</b>
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No

<b>Did this incident involve a vendor?</b>
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No

