

<b>Date of Incident</b>	05-07-2025
<b>Prepared By</b>	Anabel Guzman
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 05-09-2025 at 01:47 AM.
<b>Property</b>	York House (South)
<b>Time of Incident</b>	11:00:00
<b>Location of Incident</b>	York House, 5325 Old York Road, Philadelphia, PA 19141 Affected Areas: Units 1218, 1219, and multiple floors extending to the Main Office

<b>Report Last Updated By</b>	<b>Update Date</b>
John Samuel	05-09-2025
Thomas Neal	05-08-2025

Incident Type
Property Damage
Description of Incident
At approximately 11:00 AM, the Pac Line burst in Units 1218 and 1219, causing continuous water leakage that spread downward to the Main Office at York House, affecting multiple units. Damages & Required Repairs: Units & Repair Needs: Unit 1218: A/C line repaired; water extracted; walls need patching & painting. Unit 1219: Water extracted; walls need patching & painting. Unit 1119: Paint over window. Unit 1118: No damage reported. Unit 1019: Water extracted; carpets and 2 fans placed; bathroom ceiling needs patching & painting. Unit 1018: Floor cleaning required around baseboards. Unit 919: One fan needed. Unit 918, 819: No damage reported. Units 817-818: Bedroom walls need patching & painting. Units 718, 719, 619: No damage reported. Units 617 & 618: One fan needed for carpet drying. Unit 519: One fan needed; bathroom ceiling requires patching & painting. Unit 518: No damage reported. Units 419, 317 & 318: No damage reported. Unit 418: Requires new cabinets. Unit 219: Bathroom requires patching & painting. Unit 218: No damage reported. Common Areas & Office: 1st Floor Community Room: One fan needed. Main Office at York House: Carpet was wet; Clean Tech called for cleaning & deodorizing.
Corrective action taken at the time of the incident
Assess structural integrity of affected units before patching and painting. Continue monitoring carpets and walls for residual moisture to prevent mold growth. Evaluate preventive measures to strengthen A/C line reliability. Confirm all affected residents and office staff are informed of repair timelines. Maintenance powered off the chiller to stop further water flow. L&L Heating repaired the A/C line in Unit 1218. Clean Tech was contacted and handled water extraction in affected units. Loraine the Cleaner was informed and assisted with cleaning efforts.
What we have done related to Customer Service and helping the resident, if anything?
We provided fans in the apartment s who have carpets , We provided a cleaner to mop kitchen & Bathrooms followed up the following day to see if they needed anything else.
Witnesses names and phone number
none
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
Should this incident be reported to the residents renters insurance policy?
No