



Date of Incident	04-13-2023
Prepared By	Laura Reed
Reviewed By	Incident Report was reviewed by John Samuel on 05-09-2023 at 02:47 PM.
Property	York House (South)
Time of Incident	13:00:00
Location of Incident	In apt 719, pipe broke in wall

Incident Type
Property Damage
Description of Incident
Incident Report April 13, 2023 At approximately 1 pm on 4/13/2023, water was seen coming down the front of the building. Water started coming in from the ceiling in the leasing office. Several residents were calling stating their apartments were getting water coming in from a wall. A broken water pipe was found in the wall in Apt 719. The Maintenance Super turned off the buildings water supply. The manager called Wexler Plumbing. Joe from Wexler called and asked what the situation was. Shawn explained what he could to him and sent pictures of the pipe in the wall that Shawn had opened. The Manager called Cleantech and explained the water situation. Water extraction and sanitizing approximately 16 flooded apartments, the pool table area, the gym and the leasing office. Cleantech said Shawn had called Joe and they were working on getting a crew together. We could expect their manager and 1 tech within the hour. The Manager assigned the Activity Coordinator odd floors and the Leasing Agent even floors. She tasked them with taking pictures of the damage in each apartment for our records. The Manager then went to each affected apartment and told each resident what had happened and what actions were being taken. She gave them the name of the Plumbing Company doing the repairs. She also gave the residents the name of CleanTech and told them that Cleantech would be extracting the water and disinfecting their apartments. The manager told the residents that Activity Coordinator or Leasing Agent would be coming to their apartment to take pictures of water damage. The Manager told each resident to call the front desk with any questions or if they were not comfortable opening their door. The Manager made a list while in each apartment of what would be necessary to repair the apartment. Many of the apartments now had water coming in through the bathroom ceiling. At this time, the water is off in the building and L and L has been called. The Maintenance Super is working with L and L. The following damage assessment was made- 14 apartments need water extraction and disinfection. Of the 14 apartments, 5 need their bathroom ceilings repaired. The resident lounge will need new ceiling tile, the pool table repaired, and the water on carpet extracted and treated. The gym needs new ceiling tile, the water on floors extracted and the floors treated. All gym equipment needs to be sanitized. The leasing office carpet needs to have water extracted and sanitized. CleanTech has been working since 3pm and some of this work has been completed. Manager revisited the affected apartments and checked with residents on their satisfaction with the repairs completed. Affected units are 0718,0719, 0618, 0619, 0518, 0519, 0418, 0419, 0318, 0319,018, 0219, residents lounge, Fitness center, Leasing office.
Corrective action taken at the time of the incident
Cleantech was called and treated each affected apartment.
What we have done related to Customer Service and helping the resident, if anything?
Manager visited each affected apartment daily.
Witnesses names and phone number
Laura Reed shawn Hargress 215-329-3595
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

