

Date of Incident	05-13-2025
Prepared By	Thomas Neal
Reviewed By	Incident Report was reviewed by John Samuel on 05-14-2025 at 09:27 PM.
Property	York House (South)
Time of Incident	06:30:00
Location of Incident	Apt 409

Report Last Updated By	Update Date
John Samuel	05-14-2025

Incident Type
Property Damage
Description of Incident
The sprinkler pipe adjacent to the front door burst, causing flooding in 409 and parts of the hallway. The third-floor hallway was also affected. Cleantech was called to extract water from 409 and the hallways. While there was minimal damage to the apartment itself, some of residents personal items were damaged.
Corrective action taken at the time of the incident
Metropolitan fixed the pipe on 5/13/2025 around 3:20pm
What we have done related to Customer Service and helping the resident, if anything?
Shawn spoke to the resident and provided with a new stove
Witnesses names and phone number
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