



<b>Date of Incident</b>	05-04-2022
<b>Prepared By</b>	Marva Brown
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 06-03-2022 at 09:16 PM.
<b>Property</b>	Enclaves
<b>Time of Incident</b>	17:30:00
<b>Location of Incident</b>	3912A1, 3912A2, 3914A3 and 3914A4 Gateway Drive, Philadelphia, PA 19145

Incident Type
Property Damage
Description of Incident
At approximately 5:30pm the office received a call from the residents of 3914A4 regarding a backup in their bathroom. George Daehling responded immediately. Upon arrival at the 3912-14 building George discovered all four apartments on the first floor were backing up with sewage.
Corrective action taken at the time of the incident
All residents in the building were called and emailed by office staff alerting them to the problem. George remained on the scene addressing the issue to the best of his abilities until the plumber arrived. to resolve this issue. George and the plumber cleaned up all apartments after the drain was cleared. The following morning cleantech sanitized all apartments with the exception of 3914A3 who refused the services. All carpets and porous flooring affected by the sewage was replaced.
What we have done related to Customer Service and helping the resident, if anything?
Office staff contacted all residents impacted by this incident. George Daehling remained on the scene until the issue resolved. Units affected by the sewage were sanitized and flooring replaced.
Witnesses names and phone number
George Daehling
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
Residents of 3912-14 building
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No