



<b>Date of Incident</b>	05-28-2022
<b>Prepared By</b>	Marva Brown
<b>Property</b>	Enclaves
<b>Time of Incident</b>	14:00:00
<b>Location of Incident</b>	3968A2 Gateway Drive, Philadelphia, PA 19145

<b>Incident Type</b>
Property Damage
<b>Incident Type Category</b>
Weather
<b>Incident Type Sub-Category</b>
Flood
<b>Description of Incident</b>
On Saturday, May 28, 2022 Mr. Reavis called the office to report his apartment was flooding. When George arrived on the scene there was approximately an inch of water in the resident's bedroom.
<b>Corrective action taken at the time of the incident</b>
George immediately began extracting the water. A professional cleaning company was contacted for additional water extraction and a dehumidifier.
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
The resident was contacted. John authorized a \$200 credit to the resident's account for his inconvenience as his apartment has had water infiltration multiple times. Previously Barricelli dug a trench to redirect the water away from the building. Barricelli will be back on Monday to assess the issue and extend the trench.
<b>Witnesses names and phone number</b>
George Daehling
<b>Was there security camera footage of this incident?</b>
No
<b>Link to security footage video in Box</b>
http://
<b>Did this incident involve a resident?</b>
Yes
<b>Resident Name</b>
Gene Reavis
<b>Did this incident involve a Lindy team member?</b>
No
<b>Did this incident involve a vendor?</b>
No