



Date of Incident	06-24-2023
Prepared By	Josh Kozich
Reviewed By	Incident Report was reviewed by Brian Kroker on 06-28-2023 at 09:17 PM.
Property	Towers at Wyncote
Time of Incident	09:00:00
Location of Incident	The resident of 206-3 put a pillow in their washer and turned it on and left their apartment. The washer water sensor was blocked so the washer did not recognize it was full of water and kept filling causing it to flood into their apartment and all those surrounding and below.

Incident Type
Misc.
Description of Incident
The resident of 206-3 put a pillow in their washer and turned it on and left their apartment. The washer water sensor was blocked so the washer did not recognize it was full and kept filling causing it to flood. Water damage was caused in 206-3, 207-3, 106-3, the hallways of those floors and on the Mezzanine hallway.
Corrective action taken at the time of the incident
AJ was on call and addressed the washer issue. He called Disaster Solutions to remediate the water.
What we have done related to Customer Service and helping the resident, if anything?
Disaster Solutions has checked all the apartments throughout the week and removed their equipment once it was dry. Carpet stretching and carpet cleaning is scheduled for Friday, June 30th and all residents have been notified. We will file a claim with the renters insurance policy.
Witnesses names and phone number
Allen Johnson 267-239-6930
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

