



<b>Date of Incident</b>	07-01-2021
<b>Prepared By</b>	Marva Brown
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 07-02-2021 at 12:54 PM.
<b>Property</b>	Enclaves
<b>Time of Incident</b>	23:00:00
<b>Location of Incident</b>	3968 Gateway Dr. , Apt A1

Description of Incident
At approximately 10:45PM Antonio Codero responded to an emergency maintenance call for apartment 3948A1. When he arrived at the apartment water was pouring out from the patio door and the apartment door.
Corrective action taken at the time of the incident
Antonio called Vincent Nelson, another maintenance technician to assist him in vacuuming the the water up. Cleantech was called, but was unable respond to the call. Restoracore was called due to the excessive amount of water. Restoracore said they would not be able to come until 11am the following day. Benjamin Dickson, the resident of 3948A1 told Antonio he would stay a friends house that evening. The following morning Benjamin Dickson was instructed to call his insurance company. He later stated his policy had just lapsed due to a credit card payment error. He did get a new policy and emailed it to me. The cause of the flood is unknown however, the water shut off was broken off the second bedroom toilet in the unit 3948B1. The resident said they came home, discovered the leak and attempted to shut the water off when the pipe broke causing the flood.
What we have done related to Customer Service and helping the resident, if anything?
As the apartment was not habitable the resident was offered a two bedroom at Gateway until the repairs could be completed in his current apartment. We did not have a apartment available for him at Enclaves
Witnesses names and phone number
Antonio Codero 267-683-1903
Is criminal activity involved
No
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
Benjamin Dickson
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No