



<b>Date of Incident</b>	07-05-2023
<b>Prepared By</b>	Lori Kolinchak
<b>Reviewed By</b>	Incident Report was reviewed by Lori Kolinchak on 07-05-2023 at 11:47 AM.
<b>Property</b>	Meadowbrook
<b>Time of Incident</b>	12:45:00
<b>Location of Incident</b>	Water supply line in 843 broke and water flooded into 842.

Incident Type
Property Damage
Incident Type Category
Weather
Incident Type Sub-Category
Flood
Description of Incident
842 kitchen light fixture fell alerting residents to water flooding in from apartment above. They called answering service and 911. Police contacted Carolyn and Alan. Carolyn called Lori who called De'Ondre Haigler who was on call. He was already pulling on site when contact was made. The water supply line from apartment above broke causing the flood. We have a phone video but it is too long to attach.
Corrective action taken at the time of the incident
De'Ondre responded to stop water and contacted Clean Tech
What we have done related to Customer Service and helping the resident, if anything?
Lori contacted residents to be sure they had a place to stay. They opted to stay in bedroom which was dry. In the morning Lori went to the apartment to see damage and meet with residents. I brought a copy of renters insurance just in case they needed. They had very minimal damage to personal belongings. They were not going to make a claim.
Witnesses names and phone number
NA
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Unit
842
Resident Name
Pauline Giron and Joseph Babilino 215-397-1349
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

