



Date of Incident	07-03-2022
Prepared By	Laura Reed
Reviewed By	Incident Report was reviewed by John Samuel on 07-06-2022 at 10:27 PM.
Property	York House (South)
Time of Incident	04:30:00
Location of Incident	The leak occurred from the toilet in the bathroom in far back of ballroom

Incident Type
Misc.
Description of Incident
A pipe behind the toilet busted and water leaked from the toilet-into the ballroom and down into the maintenance area of the basement.
Corrective action taken at the time of the incident
Once the leak was discovered by the conceirge working the front desk, the maintenance tech on call, Tyreek , was phoned. The maintenance supervisor was also called.. Shawn called Mike, the maintenance tech to go turn off water since Tyreek would be 20 minutes or so. Mike was home and went to the ballroom. They stopped the water leak. The leak was large and covered the ballroom into the baseball room and had gone down into the maintenance area of the basement. Cleantech was called to do the cleanup and use their drying equipment. Tyreek continued to get water off the floor until Cleantech arrived. There were 5 dryers used for 3-4 days to take care of moisture.
What we have done related to Customer Service and helping the resident, if anything?
Witnesses names and phone number
Tyreek 215-329-3595 Maintence tech at York House South
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