



<b>Date of Incident</b>	07-06-2020
<b>Prepared By</b>	Stephen Cicala
<b>Property</b>	Westgate Arms
<b>Time of Incident</b>	04:30:00
<b>Location of Incident</b>	Apartment J2

<b>Description of Incident</b>
I received a call at 4:30 PM from Joanne resident of J2. She called to say that her apartment was flooded after the severe heavy rains we received. I told her I would be right over and I called Curtis Washington and Calvin Bostic who was on call. After going into Joannes apartment I saw water was in the entire apartment from the living room, dining room, hallway, bathroom, bedroom and all the closets.
<b>Corrective action taken at the time of the incident</b>
I called Lori Kolinchak to let her know and she called Mike Jacobus. Lori then communicated with me that Mike contacted Restore Core and someone would contact me. I advised the residence to contact their renters insurance and see if they could stay with friends for the night while Restore Core worked in the apartment.
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
We offered vacant apartment G3 for the residents to use temporarily until they can find another apartment. Maintenance will also be helping the residents move items such as their couch, bed, and TV, etc. into G3.
<b>Witnesses names and phone number</b>
N/a
<b>Is criminal activity involved</b>
No

