

Date of Incident	07-06-2021
Prepared By	Kaitlin Benner
Reviewed By	Incident Report was reviewed by John Samuel on 07-07-2021 at 09:36 PM.
Property	Academia Suites
Time of Incident	02:00:00
Location of Incident	Apartment S208 into the lobby downstairs

Description of Incident
Resident in S208 placed personal items under the kitchen sink, the pipe burst and leaked into the lobby below. On-call Maintenance was called and turned off the water, CleanTech was called to extract the water from the lobby and second floor hallway
Corrective action taken at the time of the incident
Maintenance secured the leak and called Cleantech to extract the water, also cleaned up any fallen ceiling tiles and secured the smoke head. We reached out to resident's renters insurance and placed a claim and the information is as follows. Insurance company: American Bankers Insurance company of Florida. Policy Number: REN1370885 Claim Number: 00201381182 Adjuster: Janet Marino
What we have done related to Customer Service and helping the resident, if anything?
Stopped the leak and extracted the water
Witnesses names and phone number
Don topping: 267-449-3884
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
s208
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

