

<b>Date of Incident</b>	07-16-2023
<b>Prepared By</b>	Stephen Cicala
<b>Reviewed By</b>	Incident Report was reviewed by Lori Kolinchak on 07-18-2023 at 09:10 PM.
<b>Property</b>	251 Dekalb
<b>Time of Incident</b>	12:45:00
<b>Location of Incident</b>	W401 toilet malfunctioned and overflowed. Caused damage in common area of 4th floor, 3rd floor, 2nd floor carpets and West tower lobby.

Incident Type
Property Damage
Incident Type Category
Weather
Incident Type Sub-Category
Flood
Description of Incident
The flush valve malfunctioned causing toilet not to shut off and continuously run.
Corrective action taken at the time of the incident
Mike G. and Julien were on site and responded. Located the issue in W401. Wet vacuumed the stairwell. Mike G. called Cleantech. Cleantech installed dehumidifiers in W401, W301. Also, had to clean up the floor in W403 because water went under the wall of the apartment. All common area carpets were extracted on Sunday. Monday cleaned and deodorized. Three air movers and dehumidifiers were left on-site.
What we have done related to Customer Service and helping the resident, if anything?
Leonela, Tracy and Caitlyn called W202, W301, W401 to let them know there were leaks and that maintenance would be entering their apartments.
Witnesses names and phone number
N/a
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
W0401
Resident Name
Madegine Gauthier
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

