



Date of Incident	07-19-2020
Prepared By	Kaitlin Benner
Property	York North (YONO)
Time of Incident	11:40:00
Location of Incident	Apartment 612, east wing 6th floor down to lobby and apartments: 611, 613, 614, 412, 513, 512, 511, 112, 411, 514

Description of Incident

A sprinkler pipe in 612 is cracked, the resident claims that no damage was inflicted to the pipe but the state of the drywall indicates it was pulled downward in the wall. their neighbors in 611 claims that there was fighting occurring in apartment 612 and they were contemplating calling the police before the alarm went off. Water flooded several apartments in the east wing on the sixth floor into the apartments below and down the stairway all the way to the first floor. Kartman and restore core was called, Mike Jacobus is on his way.

Corrective action taken at the time of the incident

Restore core and kartman called and residents who do not have damage were returned to their apartments, resident who reported damage gave their numbers and were offered refreshments in the lobby. Mike Jacobus is also on his way.

What we have done related to Customer Service and helping the resident, if anything?

Took residents numbers, tracked damages, offered displaced resident in the meantime

Witnesses names and phone number

Kaitlin Benner 215-983-8858

Is criminal activity involved

No

