

<b>Date of Incident</b>	07-24-2023
<b>Prepared By</b>	Amber Johnson
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 07-26-2023 at 03:00 PM.
<b>Property</b>	Academia Suites
<b>Time of Incident</b>	05:17:00
<b>Location of Incident</b>	G110 bathroom

Incident Type
Misc.
Description of Incident
<p>I received a call at 5:17pm from Thomas that there was a flood at Academia on the 1st floor. I drove over and found residents in the hallway from apt g108, yelling their apartment was being flooded and that it was coming from g110. I could see water filling the hallway in front of g110 and going towards g112. I asked the resident if anyone was in g110 and they said they knocked, but no one answered. I went to the door and knocked loudly and no one answered. I heard the sound of rushing water and opened the door. The apartment was flooded and water was gushing from the toilet flex line. I was able to turn the shut off valve and stop the water. I looked and notice the flex line was completely detached. No one was in the apartment and there were no personally belongings. There was only a mattress and box spring in the unit and the eviction notice was taped to the wall inside the unit. Previously, the notice was taped to the front door and there was evidence that Brandon was still going in and out of the unit. The eviction date had not been received from Cohen and had not yet happened. Since there is no camera that direction, I was unsure if Brandon had been in the apartment the day of the incident or when he exactly moved out. After I stopped the water, I called cleantech to get emergency extraction. I called Shawn to have the on call maintenance come and I called John to let him know. John patched in Mike Jacobus and he told me to have Don start using a shop vac while we waited for cleantech to arrive. The resident in g108 called her insurance company and the resident in g112 allowed us to come in and check for water. G 112 only had a little water in the closet near the door but no other damage. He also called his insurance company. G108's living room, kitchen and bedroom got flooded with about 2 inch of water. They are in a 1bedroom. I took photos of the water in all the apartments and the hallway. Don arrived around 5:50 pm to get the shop vac and cleantech arrived around 6:40pm. Don looked at the toilet and flex line and determined that the plastic piece that attaches the line to the toilet was screwed on sideways and was loose. It appears that it may have been loosened purposefully and the water pressure ended up popping the line off. I texted John to let him know the update around 7:00pm. Don let me know cleantech finished around 8:30 pm and he stayed and locked up.</p>
Corrective action taken at the time of the incident
I shut off the water to stop the leak. I spoke with g108 and g112. I called cleantech , Shawn and John. We began extraction with maintenance while we waited for cleantech. We tried to reach out to his insurance company to place a claim. but he does not have renters insurance
What we have done related to Customer Service and helping the resident, if anything?
Thomas talked with g108 to calm them down and helped them call their insurance company while I took photos of the damages.
Witnesses names and phone number
Amber- 215-356-4203 G108, Chellerina Thaxton- 215-989-5919
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
G110
Resident Name
Brandon Njeutchou, G110
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
<a href="#">View Video</a>

