

<b>Date of Incident</b>	07-31-2023
<b>Prepared By</b>	Joseph Cooper
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 08-01-2023 at 07:54 PM.
<b>Property</b>	Gardens of Mt. Airy
<b>Time of Incident</b>	03:00:00
<b>Location of Incident</b>	Elevator room

Incident Type
Mechanical Disruptions
Incident Type Category
Plumbing or Sprinkler leak
Description of Incident
The elevator began acting erratically. Upon entering the elevator room, we found that the mini split (elevator ac unit) condensation leaked into the elevator room causing water to get on the control panel.
Corrective action taken at the time of the incident
Elevator shut down and signs posted on each floor. Joe cleaned up the water, and placed a dehumidifier and fan in the room to dry it out. Tom from Pincus visited on Tues 8/1 to view the control panel and make a recommendation on next steps. He stated the equipment needs to dry out for several days until it can be worked on. More information to follow.
What we have done related to Customer Service and helping the resident, if anything?
Communication sent to residents regarding outage. Will continue communication to alert residents of outage and timeline expected.
Witnesses names and phone number
Joe Cooper 267-637-4017
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

