

Date of Incident	08-06-2024
Prepared By	Joseph Cooper
Reviewed By	Incident Report was reviewed by Alison Snyder on 08-07-2024 at 08:04 PM.
Property	Mt. Airy Place
Time of Incident	09:30:00
Location of Incident	014A First bedroom window, Both bedroom floors, Living room floor, kitchen floor, dining room floor

Report Last Updated By	Update Date
Alison Snyder	08-07-2024
Joseph Cooper	08-07-2024

Incident Type
Misc.
Description of Incident
During a heavy thunderstorm a branch fell and clogged the gutter on roof. Water built up to the point of flowing off the roof and over taxing the ground drain. Once the water built up enough it filled up the window well to apartment 14A. The AC unit is in the window which allowed built up water to flow into the apartment causing a flood through out. Water filled the entire first bedroom soaked through the wall and into half of the second bedroom carpet as well as through the wall into the living room floor.
Corrective action taken at the time of the incident
Responded to answering service Went on to roof and removed branch Assisted ground drain in removing water Drained window well Used shop vac to remove as much water as possible till Clean tech arrived to evacuate the rest of the water Clean tech set up fans and dehumidifiers to assist in drying
What we have done related to Customer Service and helping the resident, if anything?
Evacuation of all water Set up of fans and dehumidifiers
Witnesses names and phone number
Shirlina Knight (resident) 267-909-1760 Joseph Cooper (employee) 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?
Yes
Unit
014A
Resident Name
Shirlina Knight
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No

