



Date of Incident	08-11-2021
Prepared By	Laura Reed
Reviewed By	Incident Report was reviewed by John Samuel on 08-13-2021 at 03:32 PM.
Property	York House (South)
Time of Incident	05:00:00
Location of Incident	Betty the Caterer storage area.

Description of Incident
At approximately 4:30pm, The area in BTC storage area, from the far wall to the elevator was found to have 2 inches of water on the floor. The ceiling had an active leak.
Corrective action taken at the time of the incident
Three buckets were found and placed under the leak. Water outside the elevator was cleaned up. Manus plumbing was called. Manus came out and left saying they would have an estimate in the morning. They left an active leak. The building manager called the maintenance super. He, in turn, called the on call tech. Both men came to the property. They isolated and contained the leak. Manus came out the next morning, Thursday August 12 th. The water in the building was turned off and the leak repaired.
What we have done related to Customer Service and helping the resident, if anything?
The buidling residents were involved when the water was turned off. We made announcements over the loudspeaker for an hour before the water was turned off.
Witnesses names and phone number
Laura Reed, Ralfeal Soto 215-329-3595.
Is criminal activity involved
No
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?
Yes
Vendor Name
Betty the Caterer

