



Incident Report

Prepared By: Stephen Cicala

Property: 450 Green Apartments

Date of Incident: 08-14-2019

Time of Incident: 09:30:00

Location of Incident: Apartment E101 second bedroom (smaller bedroom) sprinkler head damaged

Description of Incident: I received a call from George Cieri at 10 o'clock on August 14, 2019. He said E101 had a sprinkler leak in the second bedroom due to the head breaking. He explained there were two kids playing in the room that cause the sprinkler head to break and spray water all over the second bedroom and hallway. I spoke with the resident, Orion Welch, today August 15, 2019 around 9:30 AM to ask him what happened. He said that he wasn't sure what happened but he said his two kids were in the second bedroom playing when the sprinkler went off.

Corrective action taken at the time of the incident: I called Restore Core at 10 PM on August 14, 2019 to go to E101 to assess the damages and remediate any water damage. George Cieri was also on site to shut the water down. No fire watch was needed, per the Fire Marshall that was on duty.

What we have done related to Customer Service and helping the resident, if anything?: Residents decided to stay in the apartment during Restore Core's remediation. Restore Core said E101 is habitable and the residents can stay in the apartment if needed. The residents have a dog and said it's very hard for them to go a hotel anyway. The residents said they do have their own renters insurance even though they are all on the master policy.

Witnesses names and phone number: N/A





