

Date of Incident	08-18-2021
Prepared By	Laura Reed
Reviewed By	Incident Report was reviewed by John Samuel on 08-18-2021 at 11:30 PM.
Property	York House (South)
Time of Incident	12:00:00
Location of Incident	Apt 919

Description of Incident
Mr. Maddox son was in his bathroom and began running the water in the tub. Mr. Maddox said his son passed out and the water ran over the tub. The water run into the entire apartment, ran through the bathroom floor and into apartments 819, 719. Water ran into apt 918.
Corrective action taken at the time of the incident
Cleantech was called to remediate the standing water in apt 919, 819 and 719. Cleantech also sanitized where the standing water was. The resident in apt 918 cleaned up the water in her apartment. The water damaged the ceilings and walls in apt 819 and 719. Ralph, the maintenance super will call a contractor to repair the drywall damage and repaint when the damaged areas have dried. Mr. Maddox's insurance company has been contacted and started a claim.
What we have done related to Customer Service and helping the resident, if anything?
The residents son who caused the damage has been previously banned from the building. He is a recurring problem. He was coming to the building under the influence and passing out in the front of the building or being incommunitive and sitting in front planters or on the ground in the front doorway. Other than contacting Cleantech and the repair tech there isn't anything to do to help the resident.
Witnesses names and phone number
Laura Reed 215-329-3595 Kim Crawforde 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?
Yes
Resident Name
Mr. Maddox apt 919
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

