

<b>Date of Incident</b>	08-19-2022
<b>Prepared By</b>	Stephen Cicala
<b>Reviewed By</b>	Incident Report was reviewed by Lori Kolinchak on 08-20-2022 at 01:39 PM.
<b>Property</b>	251 Dekalb
<b>Time of Incident</b>	11:45:00
<b>Location of Incident</b>	WPH01 had a kitchen fire.

Incident Type
Property Damage
Incident Type Category
Fire
Description of Incident
<p>Fire alarms began going off in the West buildings at 11:45 a.m. I could overhear our team saying that there is a fire in WPH01. Myself (Stephen Cicala), Mike Gray, Robert Clegg, and Kenneth Poteat went to the apartment. We could see smoke coming out of the frame of the door. Mike got a fire extinguisher from the hallway and entered the apartment quickly and attempted to put out the blaze. After about 20-30 seconds, he came out and said he got some of it, but black smoke was still filling up the apartment and was getting worse. By that time, the Upper Merion Fire Department was at the apartment and entered the apartment to put out the fire. When we went down to the lobby, the fire department was instructing residents to move away from the building because the firemen, in WPH01, had to break windows out. The information provided to Mike Gray regarding what started the fire was that the resident in WPH01, had a bowl stored in the drawer on the bottom of her stove. When she turned her oven on the bowl caught fire in the drawer. She immediately ran out of the apartment for assistance and the resident in WPH05 came to help (I don't have information of which resident in WPH05). When WPH05 opened up the stove drawer the bowl fire spread out onto the sides of the kitchen cabinets. By that time, both the resident in WPH01 and WPH05 left the apartment and called 911. After I spoke with the resident in WPH01, I asked her if she attempted to use her fire extinguisher and she said no. The firemen did have to break into WPH03 to make sure the fire didn't spread to that apartment. The front door was damaged. However the resident is able to secure his front door over the weekend, but the front door will need to be replaced on Monday, 8/22.</p>
Corrective action taken at the time of the incident
<p>I contacted Lori Kolinchak and advised her of the fire. I also contacted Mike Jacobus. Lori reported to Brian Kroker. Both Lori and Mike came to the property to assist. CleanTech was contacted. Otis elevator was contacted due to water in the elevator shaft. The Answering Service was contacted. Email blasts were sent to the residents to provide them with information regarding the fire, how it started, ways to prevent a fire of this sort from happening again, such as not storing items in the drawer under their stove. We included links to videos on how to use the fire extinguisher and how to put out grease fires. We provided information on when they were able to return to their apartments.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>Mercedes Encarnacion was able to pull WPH01 renters insurance paperwork for the residents and asked them both to contact their agent. She also found out that both residents were able to find a place to go in the meantime until we can find an apartment for them to relocate to. Mercedes sent an email to both residents of WPH01 and asked them if they would like to transfer to apartment E115 on Monday, 8/22/22. We asked the residents to think about it over the weekend and let our office know. The residents were able to go into the apartment to collect any belongings they could for the weekend. We also gave them the option to terminate their lease since their apartment is uninhabitable.</p>
Witnesses names and phone number
N/a
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
Courtney Eidle & Hannah Stanley
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

