



Date of Incident	11-30--0001
Prepared By	Laura Reed
Reviewed By	Incident Report was reviewed by John Samuel on 08-29-2023 at 09:32 AM.
Property	York House (South)
Time of Incident	10:00:00
Location of Incident	York House South in hallway outside apt 201

Incident Type

Slip and Falls

Description of Incident

On Saturday August 26, 2023 at approximately 2:00pm, Don Toppings, MT was called to clean up a leak in the second floor hallway at York South between apt 201 and 219. The leak was coming from the hallway AC unit. The unit was not running. Don mopped up the water and laid cardboard down where the floor was wet. He placed wet floor signs up. On Sunday morning at 7am, Don saw a call from an unfamiliar cell phone on his phone. He remembered the call coming in the night before but didn't answer it because he didn't recognize the phone number. He called the number and it was the guard at the front desk at York South. The guard told Don he had called him the night before because the resident in 201 called and complained about water leaking in the hallway again. The guard told Don later in the evening the resident in 201 had called the police. He called the police when he fell because of the water leak. The guard told Don the resident had gone to the hospital. Don went in Sunday morning at 9am. He went to the second floor and cleaned up the reoccurring leak. He knocked on the resident's door in apt 201. The resident told him he was fine. Don was called in on an unrelated matter on Sunday evening. After he finished the matter for which he was called in for, he checked the second-floor hallway again. Don said the leak had reoccurred. He cleaned up the leak again. On Monday morning, the Maintenance Supervisor called Sam Wexler Plumbing to look at the leak and HVAC unit. Wexler snaked out and blew out a line from the HVAC unit. They tested that the line was open. It was and there was no further leakage into the hallway. The resident does not have a phone on file. I went to his apartment twice to talk to him. He was not home. I will reach him again tomorrow.

Corrective action taken at the time of the incident

On Monday morning, the Maintenance Supervisor called Sam Wexler Plumbing to look at the leak and HVAC unit. Wexler snaked out and blew out a line from the HVAC unit. They tested that the line was open. It was and there was no further leakage into the hallway. The resident does not have a phone on file. I went to his apartment twice to talk to him. He was not home. I will reach him again tomorrow.

What we have done related to Customer Service and helping the resident, if anything?
--

We are trying to reach the resident.

Witnesses names and phone number

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

0201

Resident Name

Mr. Auverill

Did this incident involve a Lindy team member?
--

No

Did this incident involve a vendor?

No