

Date of Incident	08-31-2023
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Brian Kroker on 08-31-2023 at 06:26 PM.
Property	251 Dekalb
Time of Incident	06:45:00
Location of Incident	South tower garage flooding.

Incident Type
Misc.
Description of Incident
Pipe burst, flood in South tower garage. Reported by TAS at 6:45 a.m. Maintenance was on the scene at 7 a.m. and shut the water down to South and East towers.
Corrective action taken at the time of the incident
Plumbers were onsite at 8:30 a.m. and repairs were completed by 11 a.m.
What we have done related to Customer Service and helping the resident, if anything?
Emails blasts were sent to residents in the East and South towers. Included updates on the repair and when water was back on. Prior to the water being turned back on, our team purchased bottle water at Costco and were going to put in the lobbies for residents. However, the repair was completed quicker than we anticipated.
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?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

