

<b>Date of Incident</b>	08-30-2024
<b>Prepared By</b>	Linda Barder
<b>Reviewed By</b>	Incident Report was reviewed by Brian Kroker on 09-01-2024 at 08:15 PM.
<b>Property</b>	Towers at Wyncote
<b>Time of Incident</b>	18:00:00
<b>Location of Incident</b>	1001-2

<b>Report Last Updated By</b>	<b>Update Date</b>
Brian Kroker	09-01-2024

<b>Incident Type</b>
Property Damage

<b>Incident Type Category</b>
Fire

<b>Description of Incident</b>
A kitchen fire occurred when a resident was cooking something on the stove. The grease ignited the fire. The resident was unable to access the fire extinguisher located next to the stove/under the sink due to the fire, left the apartment, and attempted to get assistance from a neighbor. The resident did not sustain any injuries. Residents were in the lobby from approximately 6:30 PM until 11:30 PM, when Cheltenham Township granted permission to re-enter their homes. Fire suppression efforts caused water damage to the electrical panels on the 01 and 02 lines from the 5th to the 10th floor. These units require drying, electrical inspection, and repair before power can be restored. Consequently, the entire 1 and 2 lines from Mezzanine to Penthouse had to be shut off

<b>Corrective action taken at the time of the incident</b>
Scott Lynch, Fire Marshal requested that Linda, Jason, and Frank knock on all 28 affected doors and hold a town hall meeting. Frank Lindy was also present. - Due to the lack of hot water and refrigeration, the 28 unit residents were assisted by the Red Cross to find shelter or hotel accommodations. They were not permitted to stay in their units. - The office provided residents with insurance information for filing claims related to their hotel stays. <b>**Current Status:**</b> - Disaster Solutions and Sam Knox, electrician worked on drying out the affected areas and restoring electrical service. Power was restored by 5 PM on Saturday. . - Joyce contacted the 28 affected units to inform them of when they can return home at 7 PM. This plan was approved by Scott Lynch verbally.

<b>What we have done related to Customer Service and helping the resident, if anything?</b>
<b>**Additional Notes:**</b> - Paul, Jason, Linda, and I worked to manage the situation throughout the night. - I spoke with Tanika Lott this morning, and she will be meeting with Maurice Duckson in leasing to arrange for a new unit. Tanika filed a claim with Farmers Insurance last night. <b>**Acknowledgments:**</b> - Paul and Jason handled the situation effectively. - Linda and I communicated with all affected residents throughout the night.

<b>Witnesses names and phone number</b>

<b>Was there security camera footage of this incident?</b>
No

<b>Link to security footage video in Box</b>
http://

<b>Did this incident involve a resident?</b>
Yes

<b>Unit</b>
1001-2

<b>Resident Name</b>
Tanika Lott

<b>Did this incident involve a Lindy team member?</b>
No

<b>Did this incident involve a vendor?</b>
No

<b>Should this incident be reported to the residents renters insurance policy?</b>
Yes

<b>What is the estimate of the loss?</b>
Not aware at this ti

