



## Incident Report

**Prepared By:** Stephen Cicala

**Property:** 450 Green Apartments

**Date of Incident:** 08-31-2019

**Time of Incident:** 12:30:00

**Location of Incident:** Unit M308 and M307, kitchen sink plumbing leak in M307.

**Description of Incident:** Unit M308 reported that their kitchen sink was clogged on Friday, August 30th around 5 pm. Curtis Washington took the service call. He reported to me that he cleaned the kitchen sink line and the water was going down. About 20 minutes later the resident in M308 called our office again and said the water was backing up again. Curtis Washington went to her apartment again and said that he was having difficulty this time. I then called George Cieri regarding the situation and George came to the property. George advised me that he would have to come back to the property on Saturday, August 31st with Ben Manus. I was informed when Ben Manis arrived on Saturday that they cleaned the kitchen sink line but said that both M308?? kitchen line and M307?? kitchen line are connected. When they attempted to clean out M308 kitchen line water, and black sludge came up into M307?? kitchen. Water went onto the residents carpet and into a small area on the kitchen baseboards.

**Corrective action taken at the time of the incident:** Due to the nature of the water in the color of the water I called Restore Core. Restore Core Tech came out around 3:30 PM. The Restore Core tech removed about a third of the carpet in the living room near the kitchen floor. The tech also removed a small area of the kitchen baseboard and wall. I called the resident a couple times but couldn't get through however I left a detailed email for the resident to let her know the steps that were going to be taken.

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

Today, September 3rd, I spoke with the resident and followed up that a contractor would be in her apartment today to fix the baseboard and the kitchen wall. I also told the resident that our flooring contractor will be in her apartment tomorrow, September 4th. The resident asked that we do something for her since she has a child and can't be in the apartment. The residents mother lives in the community and I asked that she stay with her for the night and I will provide a resident credit for the inconvenience.

**Witnesses names and phone number:** N/a

**Is criminal activity involved?:** No