

<b>Date of Incident</b>	09-01-2020
<b>Prepared By</b>	Felicia Howell
<b>Property</b>	Regency House
<b>Time of Incident</b>	10:00:00
<b>Location of Incident</b>	Inside the unit of 116.

Description of Incident
Resident came home and found parts of her ceiling on the floor due to a leak. Leonard responded to the on call. Took pictures and sent to Nate, the maintenance super. Nate arrived on site and found a leak in her ceiling which was a broken pipe from the kitchen stack. Cleantech was called out for water extraction. Kitchen sinks were turned off in the units above: 216, 316 & 416. Plumbers were called to come out in the morning. I called the resident and informed her that she should contact her insurance company and they would make sure she was put into a hotel. She understood.
Corrective action taken at the time of the incident
Cleaners were called for water extraction. Buckets put in the unit to catch the leak.
What we have done related to Customer Service and helping the resident, if anything?
I called to make sure she was alright. Apologized many times and asked her to contact her insurance company.
Witnesses names and phone number
Leonard Brewer: 2676374751 Nate Morton:2672941249
Is criminal activity involved
No

