



Date of Incident	09-08-2023
Prepared By	Melissa Verdon
Reviewed By	Incident Report was reviewed by John Samuel on 09-09-2023 at 04:34 PM.
Property	Enclaves
Time of Incident	11:30:00
Location of Incident	Laundry room ceiling, bedroom closet and floor

Incident Type
Misc.
Description of Incident
Hot water heater upstairs (3960-B2)sprung a leak and leaked down to the downstairs neighbor in apt. 3960A1. This happened on September 1st, but was made aware to me today 9.8.23.
Corrective action taken at the time of the incident
Replaced HWH and cleaned up apt. Downstairs we called Cleantech to come out and get all the water and moisture out with dehumidifiers and fans. Also, we have started repairs on ceiling.
What we have done related to Customer Service and helping the resident, if anything?
NA
Witnesses names and phone number
Vince Nelson 215-499-7977
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
3960A1
Resident Name
Delois Oliphant
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

