

Date of Incident	09-08-2022
Prepared By	Alison Snyder
Reviewed By	Incident Report was reviewed by Alison Snyder on 09-09-2022 at 07:26 PM.
Property	Overlook Apartments
Time of Incident	23:30:00
Location of Incident	Building 1577, Apt 16

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other
Description of Incident
Mikayla Jordan, Resident of Apt 16, emailed Andrea Reusser at 12:30pm on 9/9/22 to report the following: At about 11:30pm last night 9/8/22, her friend, Angelo Rodriguez, was showering when the temperature in the shower fluctuated so high that it burned him. Then when he tried to quickly get out of the shower and away from the burning water, he fell. Mikayla said they went to Abington hospital where it was determined that he had blisters and a sprained ankle.
Corrective action taken at the time of the incident
Andrea notified Alison Snyder of the incident. Alison contacted Rob Levin from L and L Heating to make him aware of the incident and the report of drastic fluctuations in temperature in the 1577 building. Rob is sending someone out to take a look at the temperature on the boiler, settings, etc.
What we have done related to Customer Service and helping the resident, if anything?
Andrea called Mikayla to follow up on the incident, expressing her concern that this incident occurred. Mikayla said that her and her friend are ok, and that she just wanted us to be aware to see if there was anything we could do to help resolve the fluctuation in water temperature to avoid this in the future.
Witnesses names and phone number
Mikayla Jordan (267) 709-3083
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

