

<b>Date of Incident</b>	09-08-2022
<b>Prepared By</b>	Amber Johnson
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 09-09-2022 at 05:23 PM.
<b>Property</b>	York North (YONO)
<b>Time of Incident</b>	02:00:00
<b>Location of Incident</b>	York North, 10th Floor

<b>Incident Type</b>
Mechanical Disruptions
<b>Incident Type Category</b>
Plumbing or Sprinkler leak
<b>Description of Incident</b>
At 2:00 pm on 9/8, a sprinkler pipe in unit 1014 burst in the bathroom. Water proceeded to run out of the apartment and flood several floors and cascade down the fire stair tower. The alarm went off and shut down the elevators. Maintenance went to the 10th floor to try to shut off the valves for the 10 floor. ERC was on the floor, saying he was in the unit but that the pipe just busted out of nowhere. Shawn called Mike Jacobus for assistance when he was unable to get it shut off. I walked to the 10th floor and took photos and videos. I told Shawn to call Cleantech and I called Kartman to put the alarm on test. He was finally able to shut the system down and the rest of the maintenance staff got shop vacs to try to start vacuuming the water. I went into the unit to take photos. Mike Jacobus and John Samuel came and looked at the unit and Mike Jacobus reviewed with the maintenance staff about the shut off valves and procedures.
<b>Corrective action taken at the time of the incident</b>
We called Cleantech to get them queued up for extraction, we put the alarm on test, we had maintenance start getting the water up, Senior Management was contacted, Leasing called all the units to let them know there was an emergency, maintenance and manager went to every unit to take photos of any damages. John called to have ERC meet with us about the incident to find out more information about when the worker was in the unit.. We also had fire watch from 6pm to 8am on 9/8
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
Leasing called all the units to inform them of an emergency, maintenance and manager went to every unit to take photos of any damages, staff stayed late to be a resource for residents, Security was hired for fire watch to monitor the building over the evening into the next morning
<b>Witnesses names and phone number</b>
Amber- 215-356-4203 John Samuel- 267 718 1370 Shawn-267-637-4748
<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>
No
<b>Did this incident involve a Lindy team member?</b>
No
<b>Did this incident involve a vendor?</b>
Yes
<b>Vendor Name</b>
ERC is believed to be in the unit at the time. More investigation needed

