

Date of Incident	09-12-2024
Prepared By	Kathryn Mason
Reviewed By	Incident Report was reviewed by John Samuel on 09-13-2024 at 09:30 PM.
Property	Academia Suites
Time of Incident	04:30:00
Location of Incident	103 Spencer building

Report Last Updated By	Update Date
John Samuel	09-13-2024
Kathryn Mason	09-13-2024

Incident Type
Misc.
Description of Incident
Shut off valve to the toilet flex line burst at S103 at Academia Suites. The water flowed out onto the floor and onto the carpet into the two bedrooms and was eventually turned off by a maintenance technician, but there was a large volume of water on the floor, saturating the carpets and padding
Corrective action taken at the time of the incident
Cleantech was called out to do an extraction and Sam Wexler Plumbing came out to repair the damage line Cleaners were scheduled to clean the unit tomorrow, but will have to be rescheduled There is no damage to appliances or cabinetry
What we have done related to Customer Service and helping the resident, if anything?
Fortunately, it was a unoccupied apartment
Witnesses names and phone number
Shawn Hargett (267) 637-4748
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?
Yes
Vendor Name
Sam Wexler Plumbing
Should this incident be reported to the residents renters insurance policy?
No

