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| Date of Incident | 09-16-2024 |
| Prepared By | Kathryn Mason |
| Reviewed By | Incident Report was reviewed by John Samuel on 09-17-2024 at 02:44 PM. |
| Property | York North (YONO) |
| Time of Incident | 08:00:00 |
| Location of Incident | Mailroom in YONO |

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| Report Last Updated By | Update Date |
| John Samuel | 09-17-2024 |

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| Incident Type | |
| Misc. | |
| Description of Incident | |
| The air conditioning system in YONO was filling with condensation water after seemingly not being piped correctly. The built up water spilled out onto the floor, getting resident mail and packages wet. | |
| Corrective action taken at the time of the incident | |
| The water was extracted from the floor, and the team removed all of the wet items and are flushing out the line which seems to be clogged, preventing the water from draining outside | |
| What we have done related to Customer Service and helping the resident, if anything? | |
| N/A | |
| Witnesses names and phone number | |
| Donya Topping Tyreek McCoy | |
| 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 | |
| Should this incident be reported to the residents renters insurance policy? | |
| No | |

