



Date of Incident	09-20-2022
Prepared By	Marva Brown
Property	Enclaves
Time of Incident	21:10:00
Location of Incident	Enclaves--3934A3

Incident Type

Mechanical Disruptions

Incident Type Category

Plumbing or Sprinkler leak

Description of Incident

At 9:10pm Thomas Mason received a call from the answering service informing him of flooding occurring in apartment 3934A3. Upon arriving at the apartment, Casey Bourkney began yelling at Thomas about damage to his property. Thomas observed the water supply line along with the water shut off valve to the toilet was broken off. He also noticed and photographed tools and a bidet that the resident was apparently in the process of installing when the pipe broke. Thomas turned the water to the apartment off as the resident had broken the shut off to the toilet. Thomas said the resident was so verbally abusive and aggressive that he felt uncomfortable to remain in the apartment to extract the water. He stepped out of the apartment after shutting the water off and called his supervisor Gregg Smith. Gregg spoke with the resident in an attempt to calm him and let him know what would be done. The resident proceeded to be rude and obnoxious to Gregg. He demanded a hotel stay and threatened legal action. Gregg advised Thomas to leave as the resident was overly aggressive. The following day Cleantech extracted the water and treated the apartment with microband. Wexler Plumbing completed the pipe repair and restored the water.

Corrective action taken at the time of the incident

At the time of the incident the resident became so verbally abusive and aggressive to the maintenance staff that the decision was made to stop the water flow and address the water extraction/repairs the following day. The next day Cleantech performed the water extraction and Wexler Plumbing repaired the pipe.

What we have done related to Customer Service and helping the resident, if anything?
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We completed the repairs and will be filing a claim against the residents renter's insurance.

Witnesses names and phone number

Amanda McNelly/Casey Bourkney-(585) 967-3363-

Was there security camera footage of this incident?

No

Link to security footage video in Box

http://

Did this incident involve a resident?

Yes

Resident Name

AMANDA MCNELLY 585-967-3363

Did this incident involve a Lindy team member?
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No

Did this incident involve a vendor?

No

