

Date of Incident	09-19-2025
Prepared By	Dawn Buck
Reviewed By	Incident Report was reviewed by Alison Snyder on 09-27-2025 at 02:09 PM.
Property	Bromley House
Time of Incident	15:00:00
Location of Incident	Unit A413

Report Last Updated By	Update Date
Alison Snyder	09-27-2025
Dawn Buck	09-26-2025

Incident Type

Misc.

Description of Incident

Smoke alarm in unit A313 was going off. Maintenance entered to find water leaking down from unit A413. Maintenance entered A413 to find no one home and kitchen sink left running. When Nephtalie Dufreine of A413 was called, she stated she was defrosting something and ran to store. The water leaked over onto the kitchen floor and hallway area. It also leaked into A411 next door and A313 below.

Corrective action taken at the time of the incident
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Resident was called and informed she cannot leave sink or water running when not home. Cleantech was called for emergency water extraction.

What we have done related to Customer Service and helping the resident, if anything?

Residents in the units affected were called immediately and Cleantech was out to clean up water on floors and carpet. Resident in A413 was informed that she would be charged for the clean up, so she reported to her insurance carrier and we have sent the clean up invoice to State Farm.

Witnesses names and phone number

Was there security camera footage of this incident?
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No

Link to security footage video in Box
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http://

Did this incident involve a resident?
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Yes

Unit

A413

Resident Name

Nephtalie Dufreine

Did this incident involve a Lindy team member?

No

Did this incident involve a vendor?
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No

Should this incident be reported to the residents renters insurance policy?
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Yes

What is the estimate of the loss?
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1041.70