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| <b>Date of Incident</b>     | 09-24-2021   |
| <b>Prepared By</b>          | Kaitlin Benner   |
| <b>Reviewed By</b>          | Incident Report was reviewed by John Samuel on 09-27-2021 at 03:32 PM. |
| <b>Property</b>             | York North (YONO)  |
| <b>Time of Incident</b>     | 23:00:00   |
| <b>Location of Incident</b> | In apartment 220   |

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| <b>Description of Incident</b>  |
| The sprinkler head on the wall to the right of the front door in apartment 220 burst, flooding the apartment and the units on either side (219 and 221), into the hallway and into the ground floor community room. A majority of the damage was isolated to apartment 220 and the downstairs community room, only the floors and walls were damaged from water seepage in the apartments on either side. Water remediation started the same night and a tech from metropolitan and Kartman fire were called out the same night to check the integrity of the sprinkler system and to bypass the trouble on the fire panel. |
| <b>Corrective action taken at the time of the incident</b>  |
| Water was quickly turned off and the remediation team, the sprinkler tech, and the fire alarm company were all called.  |
| <b>What we have done related to Customer Service and helping the resident, if anything?</b>   |
| Moved the resident from 220 into the model apartment at York South until water remediation and clean up can be finished.  |
| <b>Witnesses names and phone number</b>   |
| Kaitlin Benner 2159838858 Rafael Soto 2158888433  |
| <b>Is criminal activity involved</b>  |
| No  |
| <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>  |
| Yes   |
| <b>Resident Name</b>  |
| Asia Gilchrist  |
| <b>Did this incident involve a Lindy team member?</b>   |
| No  |
| <b>Did this incident involve a vendor?</b>  |
| No  |

