

Date of Incident	10-18-2025
Prepared By	Anabel Guzman
Reviewed By	Incident Report was reviewed by John Samuel on 10-23-2025 at 09:23 PM.
Property	York House (South)
Time of Incident	00:10:00
Location of Incident	York House 5325 Old York Road Philadelphia, PA 19141

Report Last Updated By	Update Date
John Samuel	10-23-2025
Anabel Guzman	10-22-2025
Anabel Guzman	10-22-2025

Incident Type
Property Damage
Description of Incident
A heating pipe burst occurred in Apartment 1004, causing flooding in the bedroom and water damage across multiple floors and units. Willie Wilson responded to the initial call and observed the flooding. Shawn Hargett arrived and shut down the heating and circulation pumps, as well as the heating water valve. Shawn contacted Mike Jacowbitz to report the incident and actions taken.
Corrective action taken at the time of the incident
Shawn and Willie inspected the All apartments & contacted L&L Heating Contractors arrived later that afternoon to assess the damage and returned on Monday, October 20, 2025, to complete repairs. Clean Tech was called to extract water from the 10th, 9th, and 8th floor hallways and the following apartments: 1008, 908, 808, 708, 608, 609, 509, 408, 410, 309, 308, B01 Temporary Covered all open walls in the bedrooms.
What we have done related to Customer Service and helping the resident, if anything?
Customer Relations visited each affected apartment, assessed damages, provided humidifiers, fans to commercial fans to dry carpets and offered hotel accommodations if necessary. Follow-up was conducted the next day. All resident were calm during the incident. We have scheduled with the paint contractors SILAS they will start repairing next week
Witnesses names and phone number
N/A
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Unit
1008
Resident Name
All Apartments 1008, 908, 808, 708, 608, 609, 509, 408, 410, 309, 308, B01
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

