

Date of Incident	10-27-2025
Prepared By	Andrea Reusser
Reviewed By	Incident Report was reviewed by Andrea Reusser on 10-29-2025 at 09:33 AM.
Property	Piazza at Jenkintown
Time of Incident	03:00:00
Location of Incident	702 West and 700 West Ave

Report Last Updated By	Update Date
Andrea Reusser	10-29-2025
Andrea Reusser	10-28-2025

Incident Type
Property Damage
Description of Incident
At 3 pm, Brian Brillman, owner of the White Horse Creamery (700 West) called to report water dripping from the ceiling. I contacted Tony Chisolm and Robinson Filus to go to 702 to investigate and address the cause of the leak. At 3:10 PM, Brian called again, stating the water was now pouring out of the ceiling and he was afraid the ceiling was going to come down. He had evacuated the business and was waiting for maintenance. Tony and Robinson found that the kitchen sink was overflowing in 702 West Ave. The resident, John Kozempel was home, stating he had only stepped out for a few seconds.
Corrective action taken at the time of the incident
Water was turned off and the damage was assessed both in 702 West and in 700 West. Cleantech was contacted to extract water and clean up any debris in both units. Due to water running down the wall past/behind/in front of the electrical panel and the cable/internet server in the basement, as well as water coming from the light fixture, Paul McMullen was called to confirm no electrical risk was present.
What we have done related to Customer Service and helping the resident, if anything?
I spoke with John and with Brian. Tony, Robinson, and Dave spoke with various individuals related to cleanup. I contacted State Farm to start a claim against the resident's insurance. Claim # 3892F581L. Claim Agent - Aliyah Harris, 844-458-4300 ext. 80244
Witnesses names and phone number
Brian Brillman 6103485335 Robinson Filus, 2158402433 Tony Chisolm, 2676784053 Dave Kimmel, 2152099198 John Kozempel, 2679738053
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
702WEST
Resident Name
John Kozempel, 2679738053
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?
Yes
What is the estimate of the loss?
unknown at this time

