



## Incident Report

**Prepared By:** Stephen Cicala

**Property:** 450 Green Apartments

**Date of Incident:** 10-31-2019

**Time of Incident:** 04:30:00

**Location of Incident:** L301 and L201

**Description of Incident:** The resident in L301 was cleaning behind his toilet and bumped into the stem coming out of the wall for the toilet. When the stem broke, the resident tried to turn the water off, he couldn't and then called our leasing office. Curtis Washington, our on-call maintenance tech, went up to the apartment and was able to shut the water off. I, Stephen Cicala, went up to L301 and took photos of the water in the bathroom and in the hallway. I also went down to L201 with Curtis, and took pictures of the water that came down through the ceiling in L201. There is ceiling damage in L201 however the apartment is currently vacant. George Cieri, our supervisor, went into L301 and began working on the repair and found that the stem coming out of the wall was corroded and that's why it broke so easy.

**Corrective action taken at the time of the incident:** I spoke with the resident and told him that Clean Tech was on their way to extract the water from his bathroom and I out of the carpet in the hallway. I also advised the resident that they will bring blowers into his apartment and possibly remove the carpet padding.

**What we have done related to Customer Service and helping the resident, if anything?:** I communicated with the resident that if he needed to use the restroom in the meantime that he could use the restroom in the leasing office until 7 PM. The resident said he didn't have a problem with that and that he could use his friend's bathroom in another apartment.

**Witnesses names and phone number:** N/a

**Is criminal activity involved?:** No





