



Date of Incident	10-31-2020
Prepared By	Andrea Reusser
Property	450 Green Apartments
Time of Incident	10:17:00
Location of Incident	450 Green apt E308

Description of Incident

George Cieri received a call about a ceiling leak in D205 at 4 am. He determined the water was coming from E308, and the water was from an overflowing bathtub. After numerous attempts to enter the unit, he was able to determine the leak had stopped downstairs. He made arrangements to return to D205 at 8 am to assess and repair any damage. At 8 am CG contacted Curtis Washington to go with him to E308. They were unable to contact the resident, the security bar was in place and the resident would not come to the door. The attended to D205 and at 10 am contacted Andrea Reusser (office opens at 10) to ask for assistance. AR attempted multiple times to contact the resident via phone, and she went with GC & CW to E308 in hopes she would answer the door for a woman or someone she knew. We knocked on the door several times, calling for the resident by name and asking for admittance. We unlocked the door but the security bar was in place. The lights were all off, there was no sound and no response. AR called the police due to concerns that the resident was incapacitated and/or dangerous. The police arrived, they attempted to gain entry with no success. AR instructed GC to cut the security bar and allow the police entry to the unit. The resident Anna Fluehr, was in the shower. There was significant water damage throughout the unit. AF started talking about being shocked, gazed, contamination in the air, and that she was sleeping in the bathtub filled with water. The sprinklers were all also all covered with plastic and duct taped shut, as well as the air conditioner, vents over the stove, the exhaust fan in the bathroom and the ceiling fane was taped so it would not operate. After speaking with the police, they decided to take her to the hospital. She left in the custody of the police. The fire department was also dispatched to the scene at which time they issued a violation notice for the covered sprinkler heads and the trouble alarm at the panel in the D building, which had just started sounding as we had entered the building. AR accepted the violation notice and then instructed GC and CW to check the apartment for any repairs needed related to the bathroom flooding incident, as well as to check the various damaged areas for any thing that needed to be addressed immediately. They were instructed to take photos and effect emergency repairs only. AR returned to the office to follow up ref the fire department notice and submit the incident report.

Corrective action taken at the time of the incident

Resident was escorted to the hospital by the police. Bathroom was checked for any plumbing issues and other areas of note were checked for need of immediate correction. Lights and breakers were turned off (except fridge) Apartment locked. (Photos of damages not related to the incident submitted separately to S. Cicala)

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

Other than securing apartment, resident was in police custody.

Witnesses names and phone number

George Cieri, Curtis Washington

Is criminal activity involved

No