

Date of Incident	10-31-2023
Prepared By	Amber Johnson
Reviewed By	Incident Report was reviewed by John Samuel on 11-02-2023 at 12:04 PM.
Property	York North (YONO)
Time of Incident	16:40:00
Location of Incident	Apt 518 bathroom

Report Last Updated By	Update Date
John Samuel	11-02-2023
Amber Johnson	11-01-2023

Incident Type
Misc.

Description of Incident
<p>On Saturday late afternoon, 10/28, the resident of YoNo 518 came to the office to say his bathroom ceiling was wet. Thomas called John Oswald on call and asked him to look. John came to the apartment to look and then went upstairs to 618. He looked in the bathroom but could not figure out the source of the leak. He then left and did not report back to Thomas about not being able to assess the leak. On 10/31 around 4:45pm, the resident came home to take a shower and the plaster ceiling had collapsed into the tub. The resident came down to the office, furious and screaming at Thomas. Thomas tried to deescalate the situation, but the resident refused to calm down. He claimed he would call a lawyer, and that it was a safety hazard and that dirty water fell on him because it happened when he was showering (contradictory to what he said to me later, which was he found the tub like that when he got home) I called Shawn, but he was too far away to come right back to the property. Shawn called John and told him to come back for the oncall. When John arrived, I talked to him to see what happened over the weekend. He admitted he did not let anyone know anything about the leak and did not think to call Shawn or myself, or to come back to the Leasing Office to inform Thomas. He was confused about which unit leaked because he kept referring to another unit number. I sent John to begin cleaning up and I called John Samuel to inform him. The resident then came in to talk to me, saying he could not stay there and that it was a hazard and wanted accommodation. I talked to John and since it was an issue with maintenance, we agreed to offer him a hotel for 2 nights and that the total would be deducted from the rent. The resident said he did not agree to this term and that it was not enough, and he wanted 2 month's rent free for his inconvenience. John called Brian to discuss, and it was determined to further investigate the issue and a credit, if applicable, would be determined later. The resident was still displeased and demanded to speak directly to John. We agreed on allowing him to use the bathroom in 521 until the repairs were made. He took John's email to follow up about his credit and I had him sign the short term stay addendum form for the use of the apartment in the interim. Maintenance John returned to the office after cleaning up the area and showed me photos. He looked in the 6th floor access panel, as I instructed him to, and he saw a leak coming from the back of the tub of 618. He called Shawn to alert him. The resident agreed to allow Shawn to come up in the morning to begin repairs. On 11/1, Shawn, Don and John went to 618 and 518 to find the issue behind the tub. It was determined that the resident of 618 completely removed the waste and overflow mechanism and water was coming from there and the back of the faucet. John had seen this on Sat, but it did not occur to him, it could have been a factor. Don replaced the faucet and installed a new overflow kit. He tested the water and took a video of the repair. Shawn checked the work around 5:00pm and the leaking had stopped. He contacted Silas to schedule repairs for 11/2.</p>

Corrective action taken at the time of the incident
I called the Regional Manager to report the issue. We offer the resident hotel and other accommodation. I had maintenance locate the leak and clear up the bathroom where the plaster fell. We informed resident at 618 that he will be charged for damages as he took out waster and overflow.

What we have done related to Customer Service and helping the resident, if anything?
I spoke with the resident and apologized for the inconvenience and maintenance issue. We offered him alternative use of another bathroom. I provided him with John's email to reach out about his credit request. Provided resident another bathroom to use till his ceiling is fixed.

Witnesses names and phone number
John Oswald- 215-518-9194

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
0518

Resident Name
Tajeer Keaton

Did this incident involve a Lindy team member?
No

Did this incident involve a vendor?
No

