

Date of Incident	11-03-2024
Prepared By	Josh Kozich
Reviewed By	Incident Report was reviewed by Brian Kroker on 11-05-2024 at 01:29 PM.
Property	Towers at Wyncote
Time of Incident	12:22:00
Location of Incident	829-1 Water Heater Leaked continuously due to the resident not being home to report the leak

Report Last Updated By	Update Date
Brian Kroker	11-05-2024
Josh Kozich	11-04-2024

Incident Type

Misc.

Description of Incident

The water heater in 829-1 leaked while the resident was not home. Resident's below and next door called the Emergency Line to report hearing and seeing water flood their units. The floor and baseboard in 823-1 was removed which is next to 829-1. 723-1 is below the unit and the kitchen wall had to be removed and the electrical panel needed to be rebuilt. 23 other units were effected with minimal remediation work needed. The Salon was also effected but not in areas that would impact their customers and every day operations.

Corrective action taken at the time of the incident

The water was shut off to the water heater. Disaster Solutions was contacted for all remediation work. Knox Electric was contacted to inspect all electrical panels that received any water to make the necessary repairs.

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

Frank met with the residents in 829-1, 823-1, and 723-1 to explain the timeline of the repairs that are being made.

Witnesses names and phone number

Matt - 215 - 980 - 7402 Jason - 267- 895 - 6576 Disaster Solutions - 215- 499 - 6122

Was there security camera footage of this incident?

No

Link to security footage video in Box

http://

Did this incident involve a resident?

No

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

