

Date of Incident	11-06-2024
Prepared By	Andrea Reusser
Reviewed By	Incident Report was reviewed by Alison Snyder on 11-07-2024 at 07:29 PM.
Property	Elkins Park Terrace
Time of Incident	05:55:00
Location of Incident	Elkins Park Laundry Room, Fitness Center, Shop, and unit 04

Report Last Updated By	Update Date
Alison Snyder	11-07-2024
Andrea Reusser	11-06-2024

Incident Type

Misc.

Description of Incident

At approximately 5:30 am Robison was called to Elkins Park for a leak. When he arrived on scene water was pouring at a rapid rate through the ceiling of the laundry room and a large puddle of water had formed in the other areas listed above. It was determined that the water heater in unit 10 had broken on the bottom and was leaking into the laundry room. Robinson was able to turn off the water, check the neighboring units for potential damage (there was none), and contacted James Davis.

Corrective action taken at the time of the incident
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Cleantech was contacted to extract the water in the affected areas as well as deodorize and treat the carpets and floor. Ben Manis plumbing was called to repair the shutoff to the water heater and install the water heater. The laundry room was off limits for a few hours while water was cleaned up, but was back on line by 10 am with 1 washer and 1 dryer available. The fitness center was closed for the day to allow for the dryers and dehumidifiers to pull as much water as possible out of the carpet with the doors closed.

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

Residents were notified that the laundry room was partially available, the fitness center was closed. The water heater was replaced in unit 10. There was no damage to apartments.

Witnesses names and phone number

Robinson Green, James Davis, Archie Tilhman, all maintenance staff members.

Was there security camera footage of this incident?
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No

Link to security footage video in Box
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http://

Did this incident involve a resident?
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No

Did this incident involve a Lindy team member?

No

Did this incident involve a vendor?
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No

Should this incident be reported to the residents renters insurance policy?
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No

