

Date of Incident	11-05-2023
Prepared By	Josh Kozich
Reviewed By	Incident Report was reviewed by Brian Kroker on 11-13-2023 at 02:49 PM.
Property	Towers at Wyncote
Time of Incident	07:30:00
Location of Incident	420-2 toilet overflow and constantly running causing a leak into the units next door and below.

Report Last Updated By	Update Date
Brian Kroker	11-13-2023
Josh Kozich	11-13-2023

Incident Type
Misc.
Description of Incident
The resident left home and their toilet was clogged and running causing a leak into the apartments next door, hallway, 321-2/320-2, 220-2/221-2, and 121-2/120-2.
Corrective action taken at the time of the incident
On call tech Juwan responded to the call and after searching upper floors due to reports that residents are hearing it in the walls, pulled the key and found 420-2 toilet overflowed and running causing water to overflow and leak on the floor and into units next door and below. Disaster Solutions was called to remediate any damages.
What we have done related to Customer Service and helping the resident, if anything?
Disaster Solutions was called to remediate any water damage. We will place a claim on the renters insurance policy.
Witnesses names and phone number
Juwan 267-637-4222 Mark - 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

