

Date of Incident	11-19-2024
Prepared By	Ketty Bailey
Reviewed By	Incident Report was reviewed by Alison Snyder on 11-21-2024 at 03:23 PM.
Property	Warrington Crossings
Time of Incident	09:00:00
Location of Incident	Side of G Bldg

Report Last Updated By	Update Date
Alison Snyder	11-21-2024
Ketty Bailey	11-20-2024

Incident Type

Property Damage

Incident Type Sub-Category

Flood

Description of Incident

On 11/19/24 Ketty Bailey, Community Director, found water coming from the ground outside of the G building and called William Steever, Maintenance Supervisor, to alert him of a potential water main break. William called Ben Manis plumbing for repairs. PA One call marked the lines on 11/19, and the repair was set up for 11/20. Repairs began on 11/20 around 9am, and Ben Manis plumbing found that a 6 inch main and a 2 inch branch line had separated. Repairs continued until 2am, at which point the water was temporarily returned to service. Ben Manis plumbing returned at 10am on 11/21 to complete the repair.

Corrective action taken at the time of the incident

Ketty put cones around the area outside of G building, William alerted Mike Jacobus and Alison Snyder. Coordinated with Ben Manis Plumbing for repairs.

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

Ketty send an email blast letting all the residents know that the water will be off all day on Wednesday 11/20, and again on Thursday morning 11/21. Alison Snyder purchased cases of water for residents, and lunch will be provided for residents.

Witnesses names and phone number

Ketty Bailey 215-970-4961, William Steever 267-625-8624

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

