



Date of Incident	11-16-2022
Prepared By	Marva Brown
Reviewed By	Incident Report was reviewed by John Samuel on 11-22-2022 at 02:08 PM.
Property	Enclaves
Time of Incident	15:30:00
Location of Incident	3944 Gateway Drive apartments A2, B2 and C2

Incident Type
Mechanical Disruptions
Incident Type Category
Plumbing or Sprinkler leak
Description of Incident
At approximately 3:30pm the resident of 3944A2 came to the office to report water pouring from her ceiling. Water heater busted in 3944C2 and leaked to 44B2 and A2.
Corrective action taken at the time of the incident
An emergency text was immediately sent informing the maintenance team of the leak. All available maintenance techs were instructed to report to 3944A2 to address the issue. Vincent Nelson and Isa Logan gathered wet vacs while Thomas Mason went to the units above to find the source of water. He discovered the water heater in 3944C2, a vacant unit, was leaking. He stopped the flow of the water and began assisting his team members with the clean up.
What we have done related to Customer Service and helping the resident, if anything?
Upon receiving the report from the resident of A2 we called the resident of B2, who was not at home at the time, to let her know what happened and that we had to access her home. Because of the amount of water, we had Cleantech come out to do additional water extraction and drying that afternoon. We scheduled the repair of the water damage with the painter at the resident's convenience..
Witnesses names and phone number
3944A2--Horizon House--(215) 271-5012
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
3944A2- Horizon House-(215) 271-5012
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No