

Date of Incident	11-20-2023
Prepared By	Alison Snyder
Reviewed By	Incident Report was reviewed by Alison Snyder on 11-24-2023 at 04:24 PM.
Property	Willow Bend
Time of Incident	09:00:00
Location of Incident	C Building

Report Last Updated By	Update Date
Alison Snyder	11-24-2023
Alison Snyder	11-24-2023

Incident Type
Mechanical Disruptions
Incident Type Category
Sewage backup break
Description of Incident
On Monday 11/20, Maintenance received reports from residents that their pipes were slow to drain and they heard gurgling. Wexler was called to snake and jet the drain on Tuesday 11/21, but were unable to clear the main drain line. It was determined that there was a broken line in the driveway that leads from Johnson Street to the rear of C Building which was scheduled for Wednesday, November 22. It was determined that the cause of the back up was from the trap containing black top from the recent paving. We will work with PCM Paving to reimburse for the damage caused.
Corrective action taken at the time of the incident
On Tuesday 11/21, the pipes began backing up into the common areas. Cleantech reported in the afternoon and evening to assist with cleaning up the water. Maintenance also shop vacced water as they could, and installed a sump pump to assist with pumping the water out. Overnight into Wednesday 11/22, the pipes backed up again into the first floor hallway, maintenance storage area, and fitness center. Cleantech came again on 11/22 to extract the water and install fans. Wexler completed the dig and repair to the broken pipe on Wednesday.
What we have done related to Customer Service and helping the resident, if anything?
Residents were sent an email blast to use the water/drains and flush the toilets sparingly overnight, and that there may be intermittent water shut offs while the repair was made on Wednesday. Extracted water from the common areas and placed caution signs.
Witnesses names and phone number
Joseph Cooper, Maintenance Supervisor 267-637-4017, Owen Barrett, Maintenance Tech 215-882-3545
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

