

Date of Incident	11-29-2022
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Lori Kolinchak on 11-30-2022 at 09:35 PM.
Property	251 Dekalb
Time of Incident	07:30:00
Location of Incident	East building 1, 4th floor, apartment 409

Incident Type
Property Damage
Incident Type Category
Fire
Description of Incident
Oven cooking, food overflowed in the oven onto the bottom security plate. The sauce started to cook and burn, causing the oven to smoke. Residents said they turned the stove off. Mike Gray feels the FireAvert shut the oven off. Smoke filled the apartment and the residents opened the apartment front door which leads to the common area hallway, causing the building alarms in East 1 and East 2 to sound.
Corrective action taken at the time of the incident
Mike Gray arrived at the East building and looked at the fire alarm display in the lobby. That indicated where the fire signal was coming from. Mike took the stairwell up to the 4th floor and started knocking on all doors until he got to E409. E409 still had their door opened. The residents then told Mike what happened. Mike pulled the stove out and turned the gas off. He then headed back down to the lobby to meet with the fire department. Fire department gave the all clear and there is no damage to the stove.
What we have done related to Customer Service and helping the resident, if anything?
Mike called me, Stephen Cicala, to inform me what had happened. Mike asked me to send an email blast to the residents in East building on how to reset their stoves. Due to the alarms sounding in both East buildings, will cause the stove FireAverts to shut the stoves off. I also communicated to the residents that the fire alarms were due to oven smoke and they shouldn't be alarmed because there wasn't an actual fire.
Witnesses names and phone number
N/a
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
Yuval Ozarko
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

