

Date of Incident	12-07-2023
Prepared By	John Samuel
Reviewed By	Incident Report was reviewed by John Samuel on 12-08-2023 at 07:09 PM.
Property	York North (YONO)
Time of Incident	00:18:40
Location of Incident	YONO 721

Report Last Updated By	Update Date
John Samuel	12-08-2023
John Samuel	12-08-2023

Incident Type
Mechanical Disruptions

Incident Type Category
Plumbing or Sprinkler leak

Description of Incident

On 12/7/2023, at approximately [time], a resident reported water coming through the ceiling at the back of the community room at YONO. Upon receiving the call, our maintenance team immediately responded to the situation. Incident Response: Upon inspection, it was determined that a sprinkler head in unit 721 had burst, leading to the leak. The fire department arrived at the property before the maintenance team and promptly shut down the sprinkler system to control the situation. Communication: John Samuel, notified Mike Jacobus and Brian Kroker, about the incident. Mike Jacobus reached out to Cleantech, and their response team arrived at the property within an hour. Assessment and Cleanup: Thomas Neal conducted an inspection of the affected units to assess damages. Shawn Hargett assisted vendors in navigating the cleanup process in hallways and several units. Units 521, 421, 321, and 221 sustained moderate damages. Additionally, electrical boxes on the 6th and 5th floors need to be dried out and inspected. Repair and Replacement: The primary focus for repairs includes replacing the damaged sprinkler head in unit 721. weWe reached out to Metropolitan and they will be at the property before 2 pm on 12/8 to make necessary repairs. Furthermore, the door to the sprinkler closet on the 7th floor needs replacement, as the fire department kicked it open during the incident. Fire Watch: To ensure the safety of residents and the property, John Samuel arranged for a fire watch team, from Philadelphia protection unit which was on-site from 10 pm until 8 am. Further Action: - Replace sprinkler head in unit 721. - Replace the door to the sprinkler closet on the 7th floor. - Inspect and dry out electrical boxes on the 6th and 5th floors. Conclusion: The quick response from the fire department and collaboration with Cleantech mitigated potential damages. The affected units and infrastructure will be promptly addressed to restore normalcy to the community.

Corrective action taken at the time of the incident
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1.Fire Department shut off sprinkler valves 2. cleaned all hallways and units which had water damages and installed fans to dry up the space. 3. Arranged fire watch at the property. 4. Spoke to residents who were affected and assured the work will be completed as soon as possible. 5. Reached out to Metropolitan to complete necessary repairs to damaged sprinkler.

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

Thomas Neal was on site on 12/7 and walked every units to assess damages and assured everyone that we will complete all necessary work as soon as possible. On 12/8 Thomas and Shawn walked the units again to access damages and assured residents to complete all necessary work as soon as possible and thanked then for their patience.

Witnesses names and phone number

None

Was there security camera footage of this incident?
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No

Link to security footage video in Box
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http://

Did this incident involve a resident?
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No

Did this incident involve a Lindy team member?

No

Did this incident involve a vendor?
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No

