



Date of Incident	12-11-2020
Prepared By	Alison Snyder
Property	Warrington Crossings
Time of Incident	11:50:00
Location of Incident	Warrington Crossings

Description of Incident

I was alerted by Earl Weldon in the office that he received several calls from residents that their stoves were not working. He said there was a power loss at the community earlier in the day and that he believed this to be the cause. Earl called Clester Bruce of maintenance to report the calls. One of the calls that came in was from Apt A03 who indicated that she smelled gas in her apartment. Clester Bruce of maintenance reported right away and had to relight her pilot lights. Maintenance also reported to 2-3 other calls from residents reporting a similar issue. I called Mike Jacobus to alert him of the issue. He indicated that other properties experienced similar issues with power losses, and that residents who have electric ignition stoves would have to reset their breakers. He said that the system was designed to turn the gas off, so residents should not have gas leaks. Mike also informed me that we should submit a list of residents with a pilot stove for replacement to an electric ignition. I sent an email blast to all residents notifying them of the issues and how to troubleshoot/call to maintenance for help if needed. At 4:30pm, I received a message from Rob Ritz, on call maintenance, that Apt H09 had a gas leak in his apartment and that the fire department was called. Upon arrival, they determined that the gas leak was substantial and that it could harm someone. The resident was not home during the gas leak, but returned to this situation and alerted authorities/us immediately. The fire department shut the gas off at the floor to the stove. Upon receiving this information, Alison called Mike Jacobus alert him of the issues. Mike said that he would alert FireAvert of the issues we are experiencing.

Corrective action taken at the time of the incident

Upon receiving the alert regarding the gas leak, I determined that this was a life safety issue and that all apartments should be checked. I called Rob, on call maintenance, and Bill, maintenance supervisor, and informed them of the issue. It appeared that all residents with a standing pilot could have an issue with a gas leak/pilots needing to be relit. I also called Stephon to assist in this process, who agreed to report to assist us with walking the apartments.

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

Alison, Bill, Rob, and Stephon all reported to the property at approximately 5-5:30pm to walk every apartment to ensure that all stoves were in working order, and that any standing pilots were re-lit to avoid gas leaks. Upon walking the apartments, we found the following issues: Apt D07-gas leak in the apartment, strong gas smell, Rob aired out apartment. Resident was sleeping in the apartment at the time and Rob relit pilots and notified resident. Apt Q06-pilot light out and relit by Bill Apt A08-pilot light out and relit by Bill (also found issue with resetting fire stop, needs to be addressed further) Apt A06-pilot light out, but was relit by Clester Bruce during normal business hours Apt A05-pilot light out and relit by Bill Apt S03-pilot light out and relit by Stephon Apt C07-pilot light out, however had been re-lit by resident Apt i08-pilot light out and relit by Stephon After walking all apartments, Alison compiled a list of all apartments with a standing pilot for replacement.

Witnesses names and phone number

Clester Bruce Alison Snyder Rob Ritz Bill Steever Stephon Everett-Bey

Is criminal activity involved

No

Was there security camera footage of this incident?

No

Link to security footage video in Box

<http://>