

<b>Date of Incident</b>	12-12-2020
<b>Prepared By</b>	Joe Cooper
<b>Property</b>	Towers at Wyncote
<b>Time of Incident</b>	10:00:00
<b>Location of Incident</b>	Apartment 402 building two. Leaked down threw 302, 202, 102 and into the garage.

Description of Incident
The toilet supply line burst while no one was home. It flooded the entire apartment and leaked down each floor either inside the walls or into the apartments below till reaching the garage.
Corrective action taken at the time of the incident
I stopped the leak the called the flood crew. I sucked up as much water as I could till the flood crew arrived in order to slow the leak into the apartments below.
What we have done related to Customer Service and helping the resident, if anything?
I fully repaired the toilet and replaced the flapper since the resident said it ran all the time. I sucked up as much water as I could to limit the amount of damage done.
Witnesses names and phone number
Joseph Cooper 215-208-9199
Is criminal activity involved
No
Was there security camera footage of this incident?
No
Link to security footage video in Box

