

Date of Incident	12-18-2025
Prepared By	Anabel Guzman
Reviewed By	Incident Report was reviewed by John Samuel on 12-20-2025 at 10:14 PM.
Property	York House (South)
Time of Incident	13:00:00
Location of Incident	Property: York House Apartments Address: 5325 Old York Road, Philadelphia, PA 19141

Report Last Updated By	Update Date
John Samuel	12-20-2025

Incident Type
Property Damage

Description of Incident
On the above-mentioned date and time, a heating pipe burst occurred in the wall area located between Apartments 414 and 413. The pipe failure resulted in a significant release of water, which traveled vertically and affected multiple units throughout the building. As a result of the burst pipe, water intrusion and damage were reported in the following apartments and areas: Apartments 414 and 413 on the fourth floor; Apartments 314 and 313 on the third floor; Apartments 214 and 213 on the second floor; Apartments 114 and 113 on the first floor; as well as the Doctor's Office located on the first floor. Impact and Damage: The water intrusion caused visible water damage to ceilings, walls, and flooring in the affected units. Initial assessments indicate potential impact to building finishes and personal property within some of the apartments. Maintenance and management teams were notified immediately upon discovery of the incident.

Corrective action taken at the time of the incident
Upon discovery of the incident, John Samuel immediately reported the issue to Mike Jacobus and Brian Kroker. An inspection of the affected apartments was conducted by Shawn Hargett, Tyreeq McCoy, and John Oswald to assess the extent of the damage. L&L Heating Contractors were promptly contacted and arrived on December 18, 2025, at approximately 4:00 p.m. to evaluate the situation. The contractor returned on December 19, 2025, to complete repairs to the broken heating pipe located in Apartment 413. Clean Tech was engaged to perform water extraction services in the affected apartments, specifically addressing areas with standing water and damp carpeting. Additionally, painting contractors have already inspected the impacted units and prepared a list of required patching and painting repairs, which are scheduled to begin by early next week.

What we have done related to Customer Service and helping the resident, if anything?
To ensure resident safety and comfort following the incident, the maintenance team conducted walkthrough inspections of each affected unit to assess damages and identify resident needs. Residents were kept informed throughout the process regarding the scope of the issue, anticipated repairs, and next steps. Temporary heaters were provided to residents in Lines 13 and 14 due to a temporary loss of heat overnight. Maintenance and management staff made every effort to ensure residents remained comfortable and addressed concerns promptly, maintaining open communication until normal heating services were restored.

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

Unit
0413

Resident Name
414,413,314,214,113 & the Doctors Office

Did this incident involve a Lindy team member?
No

Did this incident involve a vendor?
No

Should this incident be reported to the residents renters insurance policy?
No

