

Date of Incident	12-20-2023
Prepared By	John Samuel
Reviewed By	Incident Report was reviewed by John Samuel on 12-21-2023 at 05:43 PM.
Property	York North (YONO)
Time of Incident	04:30:00
Location of Incident	YONO . Apartment number 0708

Report Last Updated By	Update Date
John Samuel	12-21-2023

Incident Type

Misc.

Description of Incident

On 12/20/2023 around 4:30 pm, resident from 0708 came to YONO office and relayed that her ceiling is leaking and a portion fell down. Thomas Neal relayed the information to Shawn Hargett. Shawn send Donya Topping and William to the unit to check the ceiling. They checked access panel for 0708 and 0808 and found a leak coming from the tub spout from 0808. They shut the valves off in 808 and stopped the leak. maintenance cleaned up the debris and placed plastic over where the ceiling fell. Shawn went back to the unit around 8 pm to see if there was anymore leaks and it was not leaking. ERC contractors was scheduled to patch up the ceiling on 12/22 as they need the ceiling to be dry before patch up and painting.

Corrective action taken at the time of the incident

Maintenance went to the unit, stopped the leak, cleaned debris and placed plastic over the damaged ceiling

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

Jacquelyn spoke to the resident and assured we will complete the work as soon as possible and also offered a transfer to 1002. Resident mentioned she will think about the transfer and will let us know by 12/22/23.

Witnesses names and phone number

None

Was there security camera footage of this incident?

No

Link to security footage video in Box

http://

Did this incident involve a resident?

No

Did this incident involve a Lindy team member?

No

Did this incident involve a vendor?

No

