

Date of Incident	12-23-2024
Prepared By	Melissa Verdon
Reviewed By	Incident Report was reviewed by John Samuel on 12-24-2024 at 02:35 PM.
Property	Enclaves
Time of Incident	03:00:00
Location of Incident	3916C1 Kitchen fire

Report Last Updated By	Update Date
John Samuel	12-24-2024
Melissa Verdon	12-23-2024

Incident Type
Property Damage

Incident Type Category
Fire

Description of Incident
At approximately 3:05 PM, Emergency Response notified the team that a fire alarm was activated at Apartment 3916C1. The fire department was immediately dispatched. Vince Nelson promptly arrived on site at Apartment 3916C1 to assess the situation and found that the kitchen and living room sprinklers had been activated. The residents explained that the incident began while they were cooking with oil on the stovetop. The pan began to smoke, and in an attempt to address it, they poured water onto the pan. This action intensified the issue, triggering the smoke alarm and activating the sprinklers in the unit. Response Actions Initial Response: Vince Nelson discovered active sprinklers in the kitchen and living room of 3916C1. The stove was turned off by Fire Avert technology. Fire Department Intervention: The fire department arrived at approximately 3:25 PM and turned off the sprinkler system. Water Damage Impact: The water from the activated sprinklers affected the following units: 3916C1 (origin of incident) 3916B1 3916A1 Water Extraction: Vince Nelson and maintenance staff began water extraction immediately to mitigate damage. Clean Tech was contacted and arrived at approximately 4:00 PM to continue water removal efforts. Sprinkler System Repair: Metropolitan was contacted to repair the damaged sprinkler head and reset the fire alarm system. Metropolitan arrived on site at approximately 7:30 PM and resolved the issue. The kitchen fire was contained, and there were no injuries reported. Clean Tech and maintenance staff have been engaged to address water damage. Follow-up with affected residents will be conducted to address any further concerns or property damage claims.

Corrective action taken at the time of the incident
Called Fire Department, Clean Tech to extract water and clean units and Metropolitan sprinkler system to reset system and to replace one sprinkler head. We also reached out to ALB painting to come and patch holes and fix ceiling where damaged. ALB will be onsite on 11/26 to start repairs

What we have done related to Customer Service and helping the resident, if anything?
Called the residents in apartment 3916B1 to notify them of the damage. The residents will be out of town for the holidays and am sending over a friend to evaluate the damage of their apartment. Apartment 3916A1 is vacant.

Witnesses names and phone number
Vincent Nelson - 215-499-7977 Libbov and Maryna Hromova - 267-845-2553

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
3916C1

Resident Name
Libbov and Maryna Hromova

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?
Yes

What is the estimate of the loss?
unsure at this time

