

<b>Date of Incident</b>	12-23-2024
<b>Prepared By</b>	Melissa Verdon
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 12-26-2024 at 01:46 PM.
<b>Property</b>	Enclaves
<b>Time of Incident</b>	10:45:00
<b>Location of Incident</b>	3924A1 bathroom ceiling

<b>Report Last Updated By</b>	<b>Update Date</b>
John Samuel	12-26-2024
Melissa Verdon	12-24-2024

Incident Type
Misc.
Description of Incident
Vincent Nelson responded to a work order for a ceiling leak in apartment 3924A1. Upon arrival, he observed that the ceiling required cutting and replacement due to moisture damage. Vincent instructed Damon Oberlton to cut the ceiling. During the cutting process, the ceiling collapsed onto the floor and the resident's bathroom throw rug. Resident was not home and maintenance cleaned up the area. The source of the leak was identified as the toilet in the upstairs apartment, 3924B1. After the leak was repaired, Damon cleaned up the bathroom and exited the apartment.
Corrective action taken at the time of the incident
N/A
What we have done related to Customer Service and helping the resident, if anything?
Notified the resident of the incident and cleaned to bathroom.
Witnesses names and phone number
Vincent Nelson - 215-499-7977 Damon Oberlton - 267-637-4751
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
3924A1
Resident Name
Rachel Beisswenger - 845-905-9173
Did this incident involve a Lindy team member?
Yes
Team Member Name
Damon Oberlton - 267-637-4751
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No

