

Date of Incident	12-24-2025
Prepared By	Anabel Guzman
Reviewed By	Incident Report was reviewed by John Samuel on 12-26-2025 at 05:48 PM.
Property	York House (South)
Time of Incident	00:10:43
Location of Incident	5325 Old York Road Philadelphia Pa. 19141

Report Last Updated By	Update Date
John Samuel	12-26-2025

Incident Type
Property Damage

Description of Incident

1. Incident Summary On December 24, 2025, at approximately 10:43 AM, a heating feed pipe burst within the wall cavity located between Apartments 414 and 413 at York House. The mechanical failure resulted in a substantial and uncontrolled release of water that traveled vertically through the building structure. The water intrusion affected multiple residential units, commercial spaces, common areas, and critical building systems, including the elevator shafts and electrical infrastructure. 2. Location of Failure Primary Failure Location: Wall cavity between Apartments 414 and 413 Affected Areas: Residential Units: Apartments 414, 413 Apartments 215, 214, 213 Apartments 113, 114 Commercial Spaces: Pharmacy Doctor's Office Common Areas: Lobby Area Hallways Elevator Shaft 3. Description of Damage The burst heating feed pipe caused extensive water migration through the building, resulting in the following observed damages: Visible water damage to ceilings, walls, and flooring in affected residential units Water accumulation in hallways and common areas Damage to ceilings, walls, and flooring in the lobby area Water infiltration into the elevator shaft Risk of electrical hazards due to water pouring through ceilings across multiple floors 4. Notifications and Initial Response Immediately following the incident: Thomas Neal promptly informed Paul Oneto, John Samuel, and Brian Kroker of the pipe failure and water intrusion. Shawn Hargett contacted L&L Heating to address the broken heating feed pipe and Clean Tech to begin water extraction and cleanup of pooled water in hallways and residential units. Due to the severity of water intrusion and safety concerns, emergency response protocols were initiated. 5. Electrical and Fire Department Response As water continued to pour through ceilings from the fourth floor down to the first floor, the Fire Department advised shutting off electrical power to affected areas for safety purposes. Paul Oneto contacted PJ (Electrician) to respond to the site. PJ arrived on-site and shut off electrical power from the 4th floor through the 1st floor, in accordance with Fire Department guidance, to eliminate the risk of electrical hazards. 6. Restoration and Mitigation Efforts Clean Tech performed water extraction and restoration work in common areas, including hallways and the lobby. Disaster Solutions completed water mitigation and restoration work within the affected residential units. Moisture mitigation and cleanup efforts continued until standing water was removed and affected areas were stabilized. 7. Elevator System Impact and Recovery Water intrusion into the elevator shaft required immediate shutdown of all three elevators. Elevators were taken out of service to prevent electrical and mechanical damage. Following inspection and mitigation efforts, electricity was restored at approximately 3:00 PM after proper safety inspections were completed. One elevator was returned to service at approximately 3:30 PM, while the remaining elevators remained out of service pending further evaluation and repairs. 8. Heating System Impact Heating was shut off for Lines 13 and 14 due to the damaged heating feed pipe. All affected residents were provided with portable heaters to maintain adequate heat until permanent repairs could be completed. L&L Heating is scheduled to return on December 27, 2025, to complete repairs to the broken heating line. 9. Building Walkthrough and Restoration Planning Following stabilization of the incident: Paul Oneto, Brian Kroker, and John Samuel conducted a full walkthrough of the building, including affected units and common areas. A master restoration plan was developed to address all necessary repairs, including structural, electrical, mechanical, and cosmetic restoration. 10. Current Status and Next Steps Water extraction and initial restoration work have been completed. Electrical service has been safely restored. One elevator is operational; remaining elevators are pending further repairs. Heating remains temporarily shut off to affected lines, with portable heaters in use. Permanent pipe repair is scheduled for December 27, 2025. Ongoing monitoring for secondary damage (e.g., mold, structural issues) will continue. 11. Conclusion The heating feed pipe failure on December 24, 2025, resulted in significant water damage impacting multiple residential units, commercial spaces, and critical building systems at York House. Immediate and coordinated response efforts by management, contractors, and emergency services successfully mitigated further damage and ensured resident safety. Continued restoration and repair efforts are underway to fully restore the building to normal operations.

Corrective action taken at the time of the incident
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Immediately shut off the affected heating feed pipe to stop further water discharge. Prompt notification of key personnel (Paul Oneto, John Samuel, and Brian Kroker) to coordinate response efforts. Engaged L&L Heating to assess and schedule repairs to the broken heating line. Contacted Clean Tech to perform emergency water extraction and cleanup in hallways and common areas. Engaged Disaster Solutions to complete water mitigation and restoration work within affected residential units. Shut down electrical power from the 4th floor through the 1st floor, per Fire Department guidance, to eliminate electrical hazards. Deployed a licensed electrician (PJ) to safely manage electrical shutdown and subsequent restoration. Secured and shut down all elevators due to water intrusion into the elevator shaft. Conducted inspections and safely restored electrical service once conditions were deemed safe. Returned one elevator to service after inspection and remediation. Shut off heating to affected lines (Lines 13 and 14) to prevent further system damage. Distributed portable heaters to all impacted residents to maintain safe living conditions. Performed building-wide walkthroughs of affected units and common areas. Developed a master restoration plan to address ongoing repairs and long-term remediation. This coordinated response ensured occupant safety, minimized further damage, and established a clear path for full restoration.

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

Clean Tech and Restore Core were engaged to perform water extraction services on affected carpets and flooring. Comprehensive inspections were conducted in each impacted unit to assess the extent of damages and to identify resident needs. L&L Heating Contractors were promptly contacted and arrived on site on December 24, 2025, at approximately 12:00 p.m. to evaluate the situation. The contractors are scheduled to repair the pipe feed on Saturday December 27, 2025, to complete repairs to the damaged heating feed pipe located in Apartment 413. Residents were kept informed throughout the process regarding the nature of the incident, the anticipated scope of repairs, and the next steps. Due to a temporary loss of heat, portable heaters were provided to residents in Lines 13 and 14. Maintenance and management staff made every effort to ensure resident comfort, promptly addressed concerns, and maintained clear and consistent communication throughout the response and recovery process. Pictures are uploaded in the report.

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
Charles Crawford

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

