

Date of Incident	12-24-2025
Prepared By	Anabel Guzman
Reviewed By	Incident Report was reviewed by Anabel Guzman on 12-26-2025 at 03:32 PM.
Property	York House (South)
Time of Incident	00:10:43
Location of Incident	5325 Old York Road Philadelphia Pa. 19141

Incident Type
Property Damage
Description of Incident
On December 24, 2025, at approximately 10:43 AM, a heating feed pipe burst within the wall area located between Apartments 414 and 413 at York House. The failure of the feed pipe resulted in a significant release of water that traveled vertically through the building, impacting multiple residential units and common areas. 414,413,215,214,213,113,114,The Pharmacy & The Doctors Office The water intrusion caused visible damage to ceilings, walls, and flooring in the affected apartments and Lobby Area. Additionally, water entered the elevator shaft, requiring immediate attention causing two elevators are down.
Corrective action taken at the time of the incident
Mike Jacobus and Paul did a walk-through inspection of the affected apartments that was subsequently conducted by Shawn Hargett and John Oswald to assess the extent of the damages. Maintenance and management teams were notified immediately upon discovery of the incident. Maintenance staff cleared water from the elevator shaft and began addressing the water intrusion to mitigate further damage ,reached out to the tenants to make sure they are safe and they were.
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

