

Date of Incident	12-25-2022
Prepared By	Felicia Howell
Reviewed By	Incident Report was reviewed by Alison Snyder on 12-27-2022 at 04:34 PM.
Property	Eola
Time of Incident	03:00:00
Location of Incident	Eola G2

Incident Type
Property Damage
Incident Type Category
Weather
Incident Type Sub-Category
Flood
Description of Incident
<p>On Christmas day, December 25th around 3:34p. Jermaine Newell, who was on call received a call from the answering service. The resident, Azanae Mahdi-Wescott from Eola G2 called and stated "WATER ACTIVELY LEAKING INTO BEDRM CLOSET AND THE WINDOWSILL FLOODED AND RUGS ARE SOAKED." Jermaine arrived on site around 4pm and started opening the bedroom ceiling where the leak was. He was able to see the pipe that was leaking, which was the hot water line to the heat. He called and informed me what was transpiring and then contacted L and L Heating. They came on site, and they went to apartment 102, who was not home. The keys on file did not get us into the apartment, so Jermaine broke the lock to gain entry. I tried contacting Regina Dixon who resides in 102 to inform her of what was happening. She did not answer the phone and her voicemail was full. Jermaine left a new copy of her keys in her mailbox and a door tag. Upon entering the apartment, they found the heating pipe in 102 spraying out water. The pipe was repaired, and Disaster Solutions came out and cleaned the carpet and left behind a humidifier and a fan to dry out the apartment. I spoke with the resident in G2 that evening and apologized for the leak occurring in their home. I offered them keys to a vacant apartment and was given the keys to the vacant apartment. By the end of the night, they informed Jermaine they will sleep in the living room. Jermaine left their apartment around 11:30p after all contractors completed their job and left the apartment. Today, December 27th, Jermaine visited G2 and found fans and everything still in place and on. Jermaine said the carpet was still wet. I spoke with Azanae and informed her the painters were scheduled tomorrow to paint the entire bedroom over and replace any damaged sheetrock. I also informed her once the carpet is dry, we will replace. I also spoke with the resident in 102. She explained she was away for the weekend and mentioned she had no heat. I informed her she needs to report all work orders to the office. She understood. There was no damage in 102.</p>
Corrective action taken at the time of the incident
L-L came out and repaired the leak. Disaster Solutions came out and extracted water from carpet, left a blower and a humidifier.
What we have done related to Customer Service and helping the resident, if anything?
On 12/25, Felicia spoke with the residents in G2, Offered them a vacant apartment to stay in if they liked. Followed up with them again on 12/27 to let them know the steps we are taking to repair the damage in their apartment.
Witnesses names and phone number
Jermaine Newell 215-356-4522
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Azanae Mahdi-Wescott
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

