



<b>Date of Incident</b>	12-25-2022
<b>Prepared By</b>	Lisa Shuler
<b>Property</b>	Gateway Airport Townhomes
<b>Time of Incident</b>	01:30:00
<b>Location of Incident</b>	8413 Suffolk

Incident Type
Mechanical Disruptions
Incident Type Category
Plumbing or Sprinkler leak
Description of Incident
Home flooded due to pipe burst on 12/25. Wall and carpet damaged on first floor of the home. Plumber repaired on 12/26.
Corrective action taken at the time of the incident
Resident call the fire department. Main valves was turned off and family evacuated from the home.
What we have done related to Customer Service and helping the resident, if anything?
Pipe was repaired.
Witnesses names and phone number
N/A
Was there security camera footage of this incident?
No
Link to security footage video in Box
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

