

Date of Incident	12-27-2022
Prepared By	Lisa Shuler
Property	Gateway Airport Townhomes
Time of Incident	03:37:00
Location of Incident	8245 Buist Avenue

Incident Type
Mechanical Disruptions
Incident Type Category
Plumbing or Sprinkler leak
Description of Incident
Maintenance Supervisor discovered heat supply line burst causing 1st floor flooding. Water was cleaned up and floor dried by Clean Tech. Heat Supply line was repaired by plumber.
Corrective action taken at the time of the incident
Maintenance Supervisor turned off main water valve, water cleaned up, heat supply line repaired by plumber.
What we have done related to Customer Service and helping the resident, if anything?
Assess home and neighboring homes for damage; no additional damage.
Witnesses names and phone number
Maintenance Supervisor
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

