

Date of Incident	12-25-2022
Prepared By	Lisa Shuler
Reviewed By	Incident Report was reviewed by John Samuel on 12-30-2022 at 05:38 PM.
Property	Gateway Airport Townhomes
Time of Incident	01:30:00
Location of Incident	8413 Suffolk Place

Incident Type
Mechanical Disruptions
Incident Type Category
Plumbing or Sprinkler leak
Description of Incident
Garage/Family Room if the home was flooded due to burst piped during freezing weather. Resident turned off the main value to stop water.
Corrective action taken at the time of the incident
Maintenance Super assessed water damage to the ceiling and carpet. Clean Tech cleaned up water and dried the carpet. Maintenance Supervisor and Tech repaired the ceiling.
What we have done related to Customer Service and helping the resident, if anything?
Follow up with resident to ensure that floors and dry, water is working properly, repairs and completed and no other issues related to the pipe bursting.
Witnesses names and phone number
Chantell and Dwayne McKelvey 267-258-5947 Maintenance Super and Tech
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

