

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	8414 Brunswick Garage/Family Room

Incident Type
Mechanical Disruptions
Incident Type Category
Plumbing or Sprinkler leak
Description of Incident
Pipe bursted due to freezing temperature causing a water leak. Resident turned off main water valve to stop the leak.
Corrective action taken at the time of the incident
Maintenance Supervisor assessed water damage to walls and carpet, turned off hose bib and scheduled contractors for clean up and repairs. Clean Tech vacuumed water. Manis Plumbing repaired pipe and panel.
What we have done related to Customer Service and helping the resident, if anything?
Property manager followed up with resident to ensure issue was resolved and there is no further damage or concerns.
Witnesses names and phone number
Alexis Green 215-668-3355 Gregg Smith 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

