

Date of Incident	12-25-2022
Prepared By	Lisa Shuler
Reviewed By	Incident Report was reviewed by John Samuel on 12-30-2022 at 06:57 PM.
Property	Gateway Airport Townhomes
Time of Incident	01:30:00
Location of Incident	8414 Gibbs Garage/Family Room

Incident Type
Mechanical Disruptions
Incident Type Category
Plumbing or Sprinkler leak
Description of Incident
Pipe bursted due to freezing temperature causing water leak in the garage/family room. Resident turned off water from the main valve.
Corrective action taken at the time of the incident
Maintenance Supervisor assessed that ceiling and carpet had water damage, scheduled clean up with Clean Teach. Manis Plumbing repaired pipe on 12/27. Maintenance Supervisor and Maintenance Tech began repair of ceiling on 12/28; completing on 12/29.
What we have done related to Customer Service and helping the resident, if anything?
Community Director followed up with resident to ensure that repairs are being completed and there are no unresolved concerns or issues.
Witnesses names and phone number
Anita Boyd 215-954-1448 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

