



## NIGHTRESPONSE INCIDENT REPORT

### PROPERTY INFORMATION

<b>Account Number:</b>	<b>OC – 2175-208</b>
<b>Property Name:</b>	<b>Capistrano Village Center</b>
<b>Property Address:</b>	<b>32302 Camino Capistrano</b>
<b>City, State, Zip:</b>	<b>San Juan Capistrano, CA 92675</b>



### DISPATCH INFORMATION

<b>Call Time:</b>	<b>1/15/07 10:57 PM</b>
<b>Dispatch Time:</b>	<b>1/15/07 10:59 PM</b>
<b>Technician Name:</b>	<b>Tom Jackson</b>
<b>Technician Employee #</b>	<b>3243</b>
<b>Site Arrival Time:</b>	<b>1/15/07 11:42 PM</b>

### CALLER INFORMATION

<b>Name of Caller:</b>	<b>Susan Marcos</b>
<b>Position of Caller:</b>	<b>Employee in suite 208</b>
<b>Caller Phone Number:</b>	<b>949-555-3256</b>
<b>Urgency:</b>	<b>High</b>

# NIGHTRESPONSE INCIDENT REPORT

## INCIDENT INFORMATION

<b>Incident Summary Description:</b>	<b>&gt; Interior water leak</b>
<b>Incident Detailed Description:</b>	<b>Second floor restroom overflowed, leaked through floor into ceiling of office below</b>
<b>Detailed Location of Incident:</b>	<b>Second floor women's restroom first stall on far end</b>
<b>Third Party Vendor Copied on Report:</b>	<b>No</b>
<b>Which Utility Involved:</b>	<b>Sewer</b>
<b>Caller On-Site When Technician Arrived:</b>	<b>Yes</b>
<b>Other Parties Involved at Site:</b>	<b>No</b>
<b>Names &amp; Positions of Other Parties:</b>	<b>N/A</b>
<b>Authorities Involved:</b>	<b>No</b>
<b>Which Authority:</b>	<b>N/A</b>
<b>Name of Responding Authority:</b>	<b>N/A</b>
<b>Contact Number for Responding Authority:</b>	<b>N/A</b>
<b>Photographs Taken and Attached:</b>	<b>Yes</b>
<b>Inventory Used:</b>	<b>Equipment only</b>
<b>Equipment Used and Kept On-Site:</b>	<b>Blower</b>
<b>Time Off of Property:</b>	<b>1/16/07 12:31 AM</b>

# NIGHTRESPONSE INCIDENT REPORT

## FOLLOW-UP INFORMATION

Follow-up Urgency:	> <b>Urgent</b>
Property Status:	B - Damage Contained To A Small Area
Issue Status:	Issue mitigated by NR, damage halted, repair needed
Repair Status:	3rd party required
Detailed Description of Response:	Technician shut off toilet, cleared blockage (excessive paper), turned toilet back on, extracted water from restroom floor, cleared furniture from wet area in office below, removed standing water from carpet, set-up one blower to circulate air
Follow-up Direction for Manager	> <b>Contact to evaluate damage in ceiling, may be able to be dried in place, floor needs to be professionally cleaned and disinfected</b>

## PHOTOS

