



NIGHTRESPONSE INCIDENT REPORT

PROPERTY INFORMATION

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



DISPATCH INFORMATION

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

CALLER INFORMATION

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

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INCIDENT INFORMATION

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

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FOLLOW-UP INFORMATION

Follow-up Urgency:	> Urgent
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	> Contact to evaluate damage in ceiling, may be able to be dried in place, floor needs to be professionally cleaned and disinfected

PHOTOS

