

BUILDING FUTURES
MARKETING

[Building Futures Marketing - Brian Ford](#) <brianford@buildingfutures.marketing>

New Flash Report — Lisa Hernandez — Water

1 message

Scout <notifications@restorescout.com>

Tue, Apr 28, 2026 at 2:11 PM

Reply-To: dispatch@arizonawaterandfirerestoration.services

To: dispatch@arizonawaterandfirerestoration.services

New Flash Report

Scout by RestoreScout

Contact

Name: Lisa Hernandez

Address: 1421 North Sycamore Court, Chandler, Arizona 85225

Phone: 480-555-0817

Loss Details

Type: Water

Source: Water heater inlet supply line failure

Date of loss: Discovered today; estimated 18-36 hours of flow

Source controlled: Yes — supply line replaced at 1:47 PM

Water category: Category 1 (clean water; extended exposure)

Safety

Flag: None reported

Note: Source controlled. Power to water heater shut off. No electrical hazards observed. Bedroom door was closed during loss, limiting spread.

Insurance

Carrier: West Bend Insurance

Claim number: Not yet assigned

Claim filed: No

Adjuster: Not yet assigned

Agent: Brookstone Insurance Agency (independent)

Access Notes

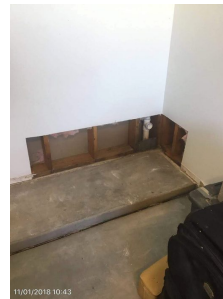
Homeowner is on-site until 6 PM today. Mountain View Plumbing technician on-site through ~3:30 PM. Garage entry unlocked. Standard residential parking in driveway.

Tech Notes

Filed by Mike Castillo, Mountain View Plumbing. Replaced failed CSST supply line at water heater inlet. Source controlled at 1:47 PM. Saturation extends approximately 8 ft from water heater closet into hallway, plus ~12 sq ft area in adjacent bedroom carpet. Drywall on east wall of laundry room shows water line at 14 inches up. Cut bottom 12 inches of drywall to verify cavity condition — insulation is fully saturated, framing wet but no warping yet. Carpet pad is fully saturated; carpet itself can probably be saved if dried within 24 hrs. No visible mold yet but homeowner was away Friday-Monday so we are at the 60-72 hour mark from when the leak likely started. Bedroom door was closed which kept flooding contained. Homeowner has West Bend, hasn't called yet, asked me what to do. Told her you'd reach out within the hour. She is home until 6 PM today.

Documentation Photos (3)

Click any photo to view full size.



Report ID: c7f3e2a4-9b81-4d6e-b2f9-1e8c5a7b3d4f

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