

**IPSSA Claims**

**Report From 1/1/19 through 7/19/21**

ReportedDate	ClosedDate	Description
5/6/2021	5/27/2021	Gail Campbell v Wade in the Water Pool Svc. LLC (TX) plaintiff alleging pool was not replastered correctly
4/30/2021		Claimant A Hirsch, states that insured left the water on for 24 hours and flooded garage and yard
4/28/2021		Employee Dallas Hessley added Natural Chemistry's Stain Free. Customer says pool plaster is now stained.
4/15/2021		Insured overfilled pool resulting in water entering room of customer's house.
3/22/2021		Insured drain pool. Customer says pool lifted from ground
3/18/2021		Claimant: Scott Muske - Employee left hose running on Indoor spa. Water damage to interior of house.
2/9/2021		Heater and heat pump and plaster possible damage
2/5/2021		Customer slipped on wet floor paint
1/27/2021		OI made hole with brush on liner. Liner needs replacing
12/14/2020		OI was a Subcontractor for claim CRPG11000V3308
12/11/2020		Customer's pool developed scaling. Customer seeks \$2850 to polish plaster and acid wash pool.
12/2/2020		OI's client unhappy with workmanship.
11/13/2020		During the installation of a heater the gas line broke
11/13/2020	2/1/2021	The pool builder has made allegations that the pool chemicals are not being monitored and installed correctly by our OI and that's why the plaster is breaking down.
11/12/2020		Pool popped up
11/3/2020		Spa overfilled in between coping and fiberglass due to issue with valve return
10/29/2020		Client unhappy with OI workmanship
10/29/2020		Water was left running from 4pm until 9am next day when OI's client turned it off. Water got inside house.
10/23/2020		OI's client unhappy with work, claims family dog got sick due to OI leaving chemicals behind.
10/2/2020	1/22/2021	OI's client has had a leak under the house foundation for 8 years. He blames the pool service.
10/1/2020		In July OI treated Claimant's pool for white streaks due to a chemical imbalance; In August OI performed an Acid Wash that now caused brown streaks and etching on surface of pool.
9/21/2020		OI was hired to provide leak detection and when he started inducing air pressure in main drain, within seconds an air bubble formed under pool and cracked/ split fiberglass pool
7/16/2020		Gallon of muriatic acid was purchased in store and spilled in customer's vehicle during transport. Customer states it destroyed interior of vehicle.
7/16/2020		OI insured installed a booster pump. Was advised today that a hose came loose and flooded an equipment room and an adjoining bath, shower (external pool house)
7/10/2020	1/22/2021	Improper repairs to the spa. Vendor claiming work was done on two occasions, but they were not, causing leakage into the units below.
6/22/2020	6/17/2020	Legionnaire's bacteria was found in the spa
6/9/2020		OI was hired as a Sub. to clean a fountain. Under the drain was an underground parking structure and flooded the parking structure.
4/16/2020	8/31/2020	OI emptied an indoor spa to do work on and when he went back the next day, it had lifted approx. 1 inch out of the ground.
4/7/2020		Legionella found in spa
3/23/2020	5/28/2020	OI replaced the diverter and cover on a leaking pool / spa suction valve. When reinstalled the valve actuator OI failed to turn it on causing the cover ripped the cover track out of the wall.
3/17/2020	5/14/2020	Gate was left open by employee and dog ran out
3/5/2020		OI's client is blaming OI for leak in main line & pool return line although he did not work in that plumbing. OI did a skimmer repair back in Oct.2018. a year later Client contacted OI to report possible leak. OI did multiple test which results were negative for leak in his work. OI took over pool service did multiple bucket test.
3/2/2020		OI drained fiber glass pool 2/19/20 and pool popped up.
2/19/2020		OI was performing the initial digging and hit a power line. Unknown estimated cost of damage.
2/19/2020	8/31/2020	Hotel guest sustained injuries after using a hot tub recently serviced by OI
2/12/2020		See Summons
1/28/2020		OI has a claim with his client's carrier (Allstate)
1/28/2020	1/28/2020	*DISREGARD CLAIM TRAINING SAMPLE*
12/11/2019	9/17/2020	OI began servicing client's pool after it was plastered in 2017. In early September Client mentioned etching in plaster and steps. Service was stopped in 9/23/19. OI mentioned etching is pretty aggressive.
11/27/2019	5/26/2020	OI's was doing normal brushing on north end of the pool and a piece of plaster peeled off. OI states plaster is at least 30 years old.
11/25/2019		Loss of income - Tornado North Texas
11/19/2019		OI states he was kicked off job & later received court documents.
11/13/2019		Loss of income
11/7/2019		OI Kevin Bana had chemicals leak on the way to the pool causing decoloration on concrete next to deck.

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10/9/2019	12/23/2019	See notice of entry of judgement attached
9/30/2019		Claimant complains that failure to fully drain pool of acid wash caused discoloration in pool.
9/24/2019		Lawsuit re: copyrights
9/23/2019		Discoloration of plaster, streaks caused in plaster possibly due to calcium sitting at bottom of the pool too long. OI states there was a pump in pool that did not have proper suction.
9/6/2019	3/20/2020	Our insured turn water on at a vacant house to fill pool. Plumbing was disconnected and water caused damage to house.
8/27/2019		Tear on automatic (spa) cover only
8/21/2019		OI's employee threw trichlor algae into pebbletek pool and it caused staining. Jay Galenda -Haro Bryan did stain removal treatment the following week and it looked to OI as if they were gone. OI's has open claim with builder of pool.
8/14/2019		OI Left water running at clients home. No damage was done just high water bill.
8/6/2019		Pool company emptied drain line from pool into sewer line in the driveway. This resulted in backup in the home and subsequent damages to property of both tenant and owner.
8/1/2019	1/15/2020	Acid Wash Claim
7/19/2019	9/2/2019	OI was getting chemicals out of truck and accidentally dropped & mixed chemicals which caused fire. Once OI had contained fire he realized he had mixed about 80lbs of shock with water on his truck. To avoid second fire or more damaged he promptly dumped chemicals on street which went to a city drain. Fire department was called & report was taken .
7/18/2019		Customer is suing our insured in small claims court for unspecified damages at \$3900.
7/1/2019	1/14/2020	Life insurance claim
5/29/2019		Fountain tile damaged from Acid.
5/10/2019	10/14/2019	Mike called to advise that on Monday, May 6th he drained water out of a pool. He received a call from the Homeowner today that the pool had raised out of the ground up approximately 2 feet.
5/9/2019	10/4/2019	Client claims that OI drained the pool for a pool remodel and didn't put well points in it and ended up with the pool cracking along with other issues.
5/7/2019		OI was draining pool and hose burst causing flooding in one of the den's rooms. OI was advised by client to leave broken hose there for inspection purposes.
4/23/2019		OI's client Carlos had a green pool, OI drained it to the drain that client requested he used. Drain backed up overflowed. Flooding sideyard flooded as well as neighbors house.
2/6/2019		OI was brushing a pool at HO residence and a couple of hours later received a call that the vinyl liner pool had a leak.
2/5/2019		Haz Mat
1/31/2019		Please see attached lawsuit vs. Carlos Cazares
1/28/2019		OI's customer was unhappy with plastering job. Plaster started developing white stains. OI tried to fix it several times by draining pool and sanding it, client remains unhappy with workmanship.
1/25/2019		OI did not close the gate all the way and the Customer's dogs got out and was bit by another dog. Customers dog needed surgery.