

Date of Incident	01-16-2026
Prepared By	Thomas Neal
Reviewed By	Incident Report was reviewed by John Samuel on 01-20-2026 at 01:04 PM.
Property	York North (YONO)
Time of Incident	10:30:00
Location of Incident	Elevator 5 on the 7th floor and the area in front of elevator.

Report Last Updated By	Update Date
John Samuel	01-20-2026
Mike Marcus	01-20-2026
Mike Marcus	01-20-2026

Incident Type

Slip and Falls

Description of Incident

At approximately 10:30 a.m., resident Kenneth Sher (Unit 720) was exiting the elevator on the 7th floor when he tripped and fell forward, striking the wall and causing a hole in the drywall. Mr. Sher stood up immediately and returned to the elevator to identify the possible cause of the incident. He stated that the elevator did not level properly with the 7th floor, leaving an uneven gap of approximately 5-6 inches, which he believes caused him to slip. At the time of the incident, Mr. Sher informed staff that he was okay. Later, he contacted me and reported experiencing back pain and stiffness in his shoulder. He did not indicate whether he intended to seek medical attention. I contacted Mr. Sher again, and at this time he stated that he is currently feeling okay and does not plan to see a doctor.

Corrective action taken at the time of the incident

We called pincus to come and check the elevator

What we have done related to Customer Service and helping the resident, if anything?

I have called the resident twice to make sure he is okay

Witnesses names and phone number

None

Was there security camera footage of this incident?

Yes

Link to security footage video in Box

http://

Did this incident involve a resident?

Yes

Resident Name

Kenneth Sher

Did this incident involve a Lindy team member?

No

Did this incident involve a vendor?

No

Should this incident be reported to the residents renters insurance policy?

No