

<b>Date of Incident</b>	02-03-2024
<b>Prepared By</b>	Jacquelyn Owens
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 02-09-2024 at 10:43 PM.
<b>Property</b>	York North (YONO)
<b>Time of Incident</b>	02:30:00
<b>Location of Incident</b>	Elevator #4 YONO Bldg 141

<b>Report Last Updated By</b>	<b>Update Date</b>
John Samuel	02-09-2024

Incident Type
Misc.
Description of Incident
On Saturday, February 3, 2024 at 2:30pm, the resident Melisa C from YONO 6060 was on the elevator and it got stuck between the 6th and 7th floor. The resident pushed the emergency button and it dispatched the fire department, she also used her phone to call 911. Fire Department was at the property before oncall maintenance and they had to break elevator door to rescue the resident.
Corrective action taken at the time of the incident
The on call maintenance technician Don shut the power down to the elevator in the control room, and the fire department locked down the elevator from outside. Pincus elevators was called to assess damage and fix the door.
What we have done related to Customer Service and helping the resident, if anything?
Jackie went to the resident and apologized for the unpleasant experience, ordered a gift basket and flowers to be delivered to resident.
Witnesses names and phone number
Donya Topping, Maintenance Technician 267-449-3884
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Unit
0606
Resident Name
Melissa Cerda
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No