

Date of Incident	03-10-2025
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Brian Kroker on 03-12-2025 at 08:19 PM.
Property	251 Dekalb
Time of Incident	07:05:00
Location of Incident	West tower, Elevator #1

Report Last Updated By	Update Date
Brian Kroker	03-12-2025
Stephen Cicala	03-12-2025

Incident Type
Misc.
Description of Incident
Entrapment with the resident in WPH31. Mohammad from the maintenance team received the call from TAS and arrived at the community. Mohammad called Kenny for the elevator key. The fire department was already on the scene and let the resident out of the elevator. They also shut the elevator down. Kenny immediately contacted Pincus and emailed Brian K./Mike J. to inform them of the entrapment.
Corrective action taken at the time of the incident
By the time Kenny arrived, the fire department community that the resident was already let out of the elevator.
What we have done related to Customer Service and helping the resident, if anything?
Kenny contacted Pincus. Pincus scheduled a tech to service the elevator today, Wednesday, 3/12/25. Also, Stephen C. emailed all the residents in West tower that the elevator is down and being repaired. Brian contacted Pincus to determine what can be done to prevent this from happening in the future.
Witnesses names and phone number
N/a
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
WPH31
Resident Name
Megan Lowry
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

