

Date of Incident	04-21-2023
Prepared By	Amber Johnson
Reviewed By	Incident Report was reviewed by John Samuel on 04-21-2023 at 09:42 PM.
Property	York North (YONO)
Time of Incident	01:04:00
Location of Incident	11th elevator #4

Incident Type
Slip and Falls
Description of Incident
At approximately 1:04pm, resident of 220 was attempting to enter the elevator. She waited for another few residents and the leasing agent ,Dominick, to exit the elevator. Dominick held the door for her. As she was stepping over the threshold, the elevator began to rise above the floor level, causing her to trip and fall hard on the elevator floor. A resident already inside the elevator helped her up and they all exited as Dominick continued to hold the door. Once everyone exited, he let the door go, in which in the inner doors closed, but not the outer doors. He then called the maintenance supervisor at 1:05 pm and the group took elevator #5 back down the lobby. Shawn arrived at 1:15 and was filled in by Dominick. He took #5 up to assess the elevator at 1:19pm At 1:26pm he called Pincus and requested emergency services and explained the situation to them. They called him back saying they would send a tech and requested an incident report as well since there was a fall.
Corrective action taken at the time of the incident
Dominick ushered residents to another elevator and called the maintenance Supervisor and manager. The maintenance supervisor inspected the situation and called Pincus to request emergency services.
What we have done related to Customer Service and helping the resident, if anything?
Dominick spoke the the resident, checking on her well being and asked if she was ok, to which she said she was.
Witnesses names and phone number
Dominick Simonise- (347)420-0519
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
0220
Resident Name
Erma Rozier
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

