

Date of Incident	04-19-2025
Prepared By	Anabel Guzman
Reviewed By	Incident Report was reviewed by Thomas Neal on 04-24-2025 at 02:22 PM.
Property	York House (South)
Time of Incident	10:00:00
Location of Incident	York House 5325 Old York Road Phila.Pa.19141 Elevator #10

Report Last Updated By	Update Date
Thomas Neal	04-24-2025

Incident Type
Property Damage
Description of Incident
On Saturday, April 19th, 2025, an incident occurred involving Elevator #10. An unknown individual became stuck in the elevator between the 3rd and 4th floors. The fire department was contacted by an unidentified person to assist with the situation. Upon arrival, the fire department did not wait for the on-call maintenance team and forcibly opened the elevator door to release the trapped individual. An unknown person was stuck in Elevator #10, and another unidentified individual contacted the fire department for assistance.
Corrective action taken at the time of the incident
While the trapped person was successfully freed, the forcible action caused damage to the elevator doors, resulting in a need for repairs.
What we have done related to Customer Service and helping the resident, if anything?
Immediate assessment and repair of Elevator #10 to ensure safety and functionality. Review of emergency protocols with the maintenance Department to prevent similar situations in the future.
Witnesses names and phone number
None
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
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