

Date of Incident	04-26-2025
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Brian Kroker on 04-28-2025 at 09:18 PM.
Property	251 Dekalb
Time of Incident	09:26:00
Location of Incident	East 1 tower, elevator# 10

Report Last Updated By	Update Date
Brian Kroker	04-28-2025
Stephen Cicala	04-28-2025

Incident Type
Misc.
Description of Incident
Jermaine Taylor was on his way into work when he received the call for the elevator entrapment. While on-route, Jermaine called Jason Aleman to inform of the entrapment, Jason however wasn't on-site to assist. Jermaine then called Kenny, and Kenny Poteat wasn't on-site either. However, Kenny provided Jermaine with the protocol for entrapments. Jermaine then called, Leno Quattlebaum III and informed of the entrapment. Leno informed Jermaine that the persons were already removed. No one was there at the elevator, and the elevator was shut down. Kenny informed Leno that is an indication that the fire department was on-site and removed the persons in the elevator. Jason will be informed of the procedure to contact a Regional Maintenance Supervisor of any future elevator entrapments.
Corrective action taken at the time of the incident
Leno contacted Pincus elevator to service the elevator. Pincus was scheduled for Monday, 4/28/25 and the tech installed a new drive shaft and returned the elevator to service.
What we have done related to Customer Service and helping the resident, if anything?
The management office followed up with the resident to make sure they're okay and to apologize for the entrapment.
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
E0314
Resident Name
Jarrett Ackerman
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

