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| Date of Incident | 05-14-2021 |
| Prepared By | Kaitlin Benner |
| Reviewed By | Incident Report was reviewed by John Samuel on 05-14-2021 at 07:11 PM. |
| Property | York North (YONO) |
| Time of Incident | 08:00:00 |
| Location of Incident | Elevator # 4 between the 5th and 6th floor |

| Description of Incident |
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| <p>The elevator at YONO malfunctioned in the early hours of the morning on Friday, May 14, 2021. Peggy Weller, a resident from apartment 1011 received a call from her grandson (Jamir Weller-McQuay) that he was stuck in the elevator. Peggy left work to assist her grandson when she called the front desk and received no answer. When Peggy arrived home she noted that there was not a concierge member at the front desk. Peggy kept her grandson calm until office staff arrived for the morning shift. Saleesha arrived onsite at 8:00 am and immediately informed our maintenance manager Rafael Soto who worked to get the elevator doors open. The elevator door had locked in place and a Pincus representative was called. Pincus arrived onsite and managed to manually override the locking mechanism on the door. Jamir had been stuck in the elevator for a total of six hours before being released. Peggy claimed that she did not call emergency services because her grandson was calm and she did not know who to call.</p> |
| Corrective action taken at the time of the incident |
| <p>As soon as office staff arrived onsite they worked to release Jamir. The elevator was maintained and returned to service. Also Cardinal Point the concierge service provider was called and questioned in regard to the 12-8am front desk representative that was not at the desk. Cardinal point apologized for not notifying anyone of missing coverage as they were not aware of the situation, they have also implemented policies starting immediately to ensure coverage is never lacking in the future. A manager named Steve for cardinal point did perform a site visit and met with staff in regard to the situation and informed us that the concierge agent who did not report for their shift was terminated. The policies implemented include: When changing shifts if new coverage has not arrived then concierge can not leave the desk until that coverage has arrived. If cardinal can not find coverage then a manager will report to duty.</p> |
| What we have done related to Customer Service and helping the resident, if anything? |
| <p>The resident was very amicable and not upset, she only asked for an absentee note for Jamir for missing school. We provided the note and John Samuel authorized a 100\$ inconvenience credit.</p> |
| Witnesses names and phone number |
| <p>Saleesha Sin 267-973-8660 Peggy Weller 484-855-9483</p> |
| Is criminal activity involved |
| <p>No</p> |
| Was there security camera footage of this incident? |
| <p>No</p> |
| Link to security footage video in Box |
| <p>http://</p> |
| Did this incident involve a resident? |
| <p>Yes</p> |
| Resident Name |
| <p>Peggy Weller apartment 1011</p> |
| Did this incident involve a Lindy team member? |
| <p>No</p> |
| Did this incident involve a vendor? |
| <p>No</p> |

