

Date of Incident	06-05-2024
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Brian Kroker on 06-07-2024 at 02:09 PM.
Property	251 Dekalb
Time of Incident	19:00:00
Location of Incident	West tower, #3 elevator entrapment

Report Last Updated By	Update Date
Brian Kroker	06-07-2024
Stephen Cicala	06-07-2024

Incident Type
Misc.
Description of Incident
Resident trapped in West tower, elevator# 3, Resident called the Fire Department directly. No information as to what floor the resident got on the elevator or where they were trapped. Fire Department arrived around 7:15 p.m. and Kenny Poteat, maintenance supervisor, was contacted at 7:20 p.m. The resident was trapped in the elevator for an est. 15 minutes. The Fire Department freed the resident and locked the elevator so it couldn't be used until Pincus arrived.
Corrective action taken at the time of the incident
Kenny contacted Pincus the next morning. Pincus arrived. However, left because they couldn't wait until the Fire Department arrived, around 15 minutes. However, Pincus is back on-site today, 6/7 and are servicing the elevator.
What we have done related to Customer Service and helping the resident, if anything?
Pincus is currently working on the elevator. The management office has no information on the trapped resident. Brian Kroker has been in contact with our rep from Pincus and Pincus will be evaluating all the elevators
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
W0106
Resident Name
Don't have their name.
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

