

Date of Incident	06-08-2024
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Brian Kroker on 06-12-2024 at 06:10 PM.
Property	251 Dekalb
Time of Incident	11:50:00
Location of Incident	West tower, elevator #3 entrapment.

Report Last Updated By	Update Date
Brian Kroker	06-12-2024
Stephen Cicala	06-12-2024

Incident Type
Misc.
Description of Incident
Resident from West tower was trapped in elevator# 3. We don't have the residents name. Mike Jacobus was contacted by TAS because the resident pressed the Help button in the elevator. Mike then called Kenny Poteat, who couldn't come to the property due to a personal emergency. Kenny called Julien McDowell, who was on-call over the weekend to assist with the entrapment. The Upper Merion Fire Department was already on-site when Julien arrived and the resident was already let out of the elevator. The fire department locked down/tagged the elevator until we had serviced.
Corrective action taken at the time of the incident
Pincus was contacted on Monday, 6/10/24, to service the elevator. Pincus informed Kenny that there was a bad board in the elevator room and a bad reader/release on the side of the elevator. Pincus repaired the elevator on Monday and all is working properly.
What we have done related to Customer Service and helping the resident, if anything?
The elevator has been serviced. Brian has been in contact with Tom from Pincus. We don't know what resident was trapped and we cannot reach out to them.
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
E0101
Resident Name
Don't have their name.
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

