

Date of Incident	06-24-2024
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Brian Kroker on 06-26-2024 at 07:03 PM.
Property	251 Dekalb
Time of Incident	12:00:00
Location of Incident	East tower 1, elevator #10

Report Last Updated By	Update Date
Brian Kroker	06-26-2024
Stephen Cicala	06-26-2024

Incident Type
Misc.
Description of Incident
Entrapment with a resident from East tower, in elevator #10. Pincus was onsite to install a new board to return the elevator to service. The board was installed and Pincus ran elevator tests. Shortly after Pincus left, a resident became trapped in the elevator. The maintenance team was able to get the resident out of the elevator without harm. They also shut the #10 elevator back down.
Corrective action taken at the time of the incident
Kenny was able to assist getting the resident out of the elevator. No medical attention or fire department needed for the resident.
What we have done related to Customer Service and helping the resident, if anything?
Kenny contacted Pincus and let them know the board they installed isn't working and a resident got trapped again. The elevator is shut down, email blast has been sent to residents regarding the down elevator, Pincus is working to get the elevator up and running. Kenny is following up daily. Brian Kroker has been in touch with Tom Gibson of Pincus to ensure this doesn't happen again.
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
E0612
Resident Name
Brittney Pethel
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

