



<b>Date of Incident</b>	06-27-2022
<b>Prepared By</b>	Lisa Shuler
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 06-28-2022 at 05:28 PM.
<b>Property</b>	Gateway Towers
<b>Time of Incident</b>	12:00:00
<b>Location of Incident</b>	3700 Building Elevator

Incident Type
Misc.
Description of Incident
Resident not able to exit elevator on 6th Floor; external door opens but internal door does not open; had to take elevator down to 5th floor to exit and walk up.
Corrective action taken at the time of the incident
Maintenance Supervisor informed and reached out to Pincus elevators
What we have done related to Customer Service and helping the resident, if anything?
Assured resident that elevator will be serviced immediately
Witnesses names and phone number
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No