

Date of Incident	06-28-2025
Prepared By	Linda Barder
Reviewed By	Incident Report was reviewed by Brian Kroker on 06-30-2025 at 11:29 AM.
Property	Towers at Wyncote
Time of Incident	00:09:30
Location of Incident	8440 Limekiln Pike, Tower One

Report Last Updated By	Update Date
Brian Kroker	06-30-2025

Incident Type
Misc.
Description of Incident
A resident reported being trapped in the elevator after experiencing a sudden jolt when the doors closed and the elevator became unresponsive. Maintenance was immediately notified by the front desk and proceeded to retrieve the elevator key. Upon accessing the elevator, staff found that the interior safety barrier was obstructing the resident's exit. Maintenance then contacted Otis, the elevator service provider, for assistance. Otis arrived on site around 11:30 AM and was able to safely remove the resident from the elevator without further incident. Following the event, the resident visited the leasing office to report the situation and express her concerns.
Corrective action taken at the time of the incident
What we have done related to Customer Service and helping the resident, if anything?
I met with the resident to discuss her concerns regarding safety and her request for compensation. She shared her perspective, and I assured her that her feedback is being taken seriously. She mentioned that she will be following up with Frank via email. As a gesture of goodwill, I offered her a complimentary cabana for the weekend; however, she respectfully declined.
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?
Yes
Unit
0525-1
Resident Name
Janelle Rice
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