



<b>Date of Incident</b>	11-30--0001
<b>Prepared By</b>	Laura Reed
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 07-20-2023 at 12:39 PM.
<b>Property</b>	York House (South)
<b>Time of Incident</b>	04:30:00
<b>Location of Incident</b>	The maintenance elevator in the lobby

<b>Incident Type</b>
Misc.
<b>Description of Incident</b>
<p>On Friday July 14th, I was told by our daytime Concierge, Jean, the overnight Concierge, that Cornell had been trapped in elevator #8 overnight. According to Cornell, he saw a male person on the security cameras walking around on the 1st floor. Cornell could not identify the person. Cornell took the maintenance elevator to the 1st floor. When the elevator arrived, the doors would not open. Cornell did not have his personal cell phone with him. The elevator phone calls the front desk. The front desk is Cornell's workstation. Cornell began to yell for help and get attention to his situation. It took 30-35 minutes for someone to hear him and call 911. Cornell said he was stuck in the elevator about 45 minutes. When the firemen arrived, they did not use a key. They did damage to the elevator door. Pincus was called and did a service call on Friday July 14th. They needed to order a part. The elevator was out of service until Monday July 17th. On Monday Pincus repaired the elevator door and the elevator was placed into service.</p>
<b>Corrective action taken at the time of the incident</b>
<p>Pincus was called and did a service call on Friday July 14th. They needed to order a part. The elevator was out of service until Monday July 17th. On Monday Pincus repaired the elevator door and the elevator was placed into service.</p>
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
<p>The person involved is Cornell, the York House South overnight concierge</p>
<b>Witnesses names and phone number</b>
<p>Cornell Griffin 215-329-3595</p>
<b>Was there security camera footage of this incident?</b>
<p>Yes</p>
<b>Link to security footage video in Box</b>
<p>http://</p>
<b>Did this incident involve a resident?</b>
<p>No</p>
<b>Did this incident involve a Lindy team member?</b>
<p>Yes</p>
<b>Team Member Name</b>
<p>Cornell Griffin</p>
<b>Did this incident involve a vendor?</b>
<p>No</p>