

Date of Incident	07-31-2024
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Brian Kroker on 08-05-2024 at 03:57 PM.
Property	251 Dekalb
Time of Incident	07:40:00
Location of Incident	South tower, elevator# 6

Report Last Updated By	Update Date
Brian Kroker	08-05-2024
Stephen Cicala	08-05-2024

Incident Type
Misc.
Description of Incident
Entrapment of the resident in apartment S606, Diana Salmeron. She was stuck in the elevator for about 10 minutes. Our maintenance team was able to release her from the elevator.
Corrective action taken at the time of the incident
Kenny helped get the resident out of the elevator. He shut the elevator down and contacted Pincus.
What we have done related to Customer Service and helping the resident, if anything?
Residents in South tower were emailed about the down elevator. Pincus arrived the same day, and returned the elevator back to service. Elevator was stuck in the sixth floor, with the door full open. Pincus checked the controller and door operator, cleaned the sills in the sixth floor. Remove one piece of plastic, which impacted the elevator closing properly. Tested and elevator was returned to service. Cleantech was contacted to make sure the sills of the elevators are clean.
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
S0606
Resident Name
Diana Salmeron- S606
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

