

<b>Date of Incident</b>	08-02-2024
<b>Prepared By</b>	Stephen Cicala
<b>Reviewed By</b>	Incident Report was reviewed by Brian Kroker on 08-05-2024 at 03:59 PM.
<b>Property</b>	251 Dekalb
<b>Time of Incident</b>	11:00:00
<b>Location of Incident</b>	East tower, elevator# 10

<b>Report Last Updated By</b>	<b>Update Date</b>
Brian Kroker	08-05-2024
Stephen Cicala	08-05-2024

Incident Type
Misc.
Description of Incident
Entrapment, no resident name or apartment number provided. Resident was stuck in the elevator for about 10 minutes. David Beatty communicated that the resident was hitting all the buttons in the elevator and the elevator corrected itself and the doors opened.
Corrective action taken at the time of the incident
David shut the elevator down and contacted Pincus. We also contacted Brian K. to let him know that elevator# 10 was down again. Brian contacted Todd at Pincus and Sina, elevator consultant to discuss required repairs. Email blast was sent to all residents in the East tower that the elevator was down.
What we have done related to Customer Service and helping the resident, if anything?
Todd Pincus and Matt Cooper, from Pincus, said there were able to get the car running. The board is not bad, it was a sensor. Elevator is back in service.
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
W0106
Resident Name
No name
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

