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| Date of Incident | 09-07-2023 |
| Prepared By | Mike Marcus |
| Reviewed By | Incident Report was reviewed by Brian Kroker on 09-08-2023 at 05:39 PM. |
| Property | 251 Dekalb |
| Time of Incident | 22:00:00 |
| Location of Incident | South tower, elevator# 6. |

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| Incident Type |
| Misc. |
| Description of Incident |
| Kenny Poteat, maintenance technician, received a call of a resident stuck in the South tower elevator# 6 at 10 p.m. Kenny met with the Fire Department team that was on-site. The Fire Department opened up the elevator from the ground floor, using the elevator key, and let the resident out. When Kenny spoke with the resident, the resident said he was in the elevator for about 45 minutes. The resident said to Kenny that he did press the the "call button" in the elevator. |
| Corrective action taken at the time of the incident |
| Kenny was on-site and stayed with the resident while he was getting medical attention from the Fire Department and EMS teams. Julien McDowell was with Kenny and Julien went to the roof of the tower to shut the elevator down and to check the roof/elevator room doors. |
| What we have done related to Customer Service and helping the resident, if anything? |
| Contacted Pincus and they're scheduled to inspect and repair the elevator today, 9/8, at 1 p.m. Email blast was sent to residents that the South tower, elevator# 6 is down until further notice. |
| 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 |
| Resident Name |
| Pratik Patil |
| Did this incident involve a Lindy team member? |
| No |
| Did this incident involve a vendor? |
| No |

