

<b>Date of Incident</b>	10-14-2022
<b>Prepared By</b>	Josh Kozich
<b>Reviewed By</b>	Incident Report was reviewed by Brian Kroker on 10-18-2022 at 07:49 PM.
<b>Property</b>	Towers at Wyncote
<b>Time of Incident</b>	09:00:00
<b>Location of Incident</b>	Maintenance Shop Key Bank System for apartment keys throughout the property.

Incident Type
Misc.
Description of Incident
On October 14th around 9 AM, the Morse Watchman Key Bank system crashed leaving us unable to locate the keys to the property without sorting them by hand.
Corrective action taken at the time of the incident
We reached out to Morse Watchman and were instructed to take apart all motherboards and send them to their office in Connecticut. With the help of Adonis, Alex and Josh disassembled all electronics and packed them up and shipped them. Alex, Josh, and the maintenance staff then sorted almost 1,200 apartment keys into boxes sorted by building and floor in order to keep the property running.
What we have done related to Customer Service and helping the resident, if anything?
No issues with the residents. The boards were tested and are working properly according to Morse Watchman. Morse Watchman is sending new cables to reinstall the system to get it properly running again.
Witnesses names and phone number
Alex Tenteruk - 215-869-4905
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

