



Date of Incident	10-20-2025
Prepared By	Joyce Zamorski
Reviewed By	The Incident Report was Not reviewed.
Property	Towers at Wyncote
Time of Incident	07:30:00
Location of Incident	Elevator #8 building 2

Incident Type
Misc.
Description of Incident
On October 20th at approximately 7:30 PM, two individuals were trapped in the Tower 2 elevator on the 2nd floor for over 20 minutes. The in-unit emergency call button was non-functional, and they used the alarm to signal for help. Staff member Ursula responded after about 5 minutes and said maintenance was on the way. After 10 more minutes with no updates, the resident called Cheltenham Police. Maintenance arrived briefly, asked if children were inside, then left without explanation. Ursula later informed the residents he had gone to retrieve the elevator key, but no communication was given at the time.
Corrective action taken at the time of the incident
On-call maintenance was dispatched, retrieved the elevator key, and assisted the residents in exiting the elevator
What we have done related to Customer Service and helping the resident, if anything?
Let resident know that maintenance would contact the elevator company to inspect and ensure all emergency call buttons are fully operational Staff to be reminded of emergency communication protocol
Witnesses names and phone number
Ursula - Concierge on duty
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
1219-2
Resident Name
Jonathan Torres apt 1219-2 and one unknown resident
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