

Date of Incident	11-06-2024
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Brian Kroker on 11-07-2024 at 08:42 PM.
Property	251 Dekalb
Time of Incident	15:30:00
Location of Incident	West tower, elevator #3

Report Last Updated By	Update Date
Brian Kroker	11-07-2024
Stephen Cicala	11-07-2024

Incident Type
Misc.
Description of Incident
Entrapment, one of the Unlimited Cleaning team was trapped in the elevator between the Lobby and 2nd floor.
Corrective action taken at the time of the incident
One of the cleaning team came to the management office and let Tatyanna Jolly, from Resident Services, know of the entrapment. Tatyanna then called Kenny Poteat, our maintenance supervisor, to assist.
What we have done related to Customer Service and helping the resident, if anything?
Kenny then called Pincus, our elevator contractor. Kenny got the elevator key and unlocked the elevator. David Beatty, our assistant maintenance supervisor, went on the roof and shut the elevator down. Kenny was able to get the cleaner out of the elevator closer to the 2nd floor. The elevator was shut down until one of the Pincus techs arrived. Please see the attached pictures. The picture that shows a wire hanging off the door is what caused the elevator to shut down. That has been repaired. The other picture that shows the upper section of the elevator, has wire showing and will need to be replaced.
Witnesses names and phone number
Na
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?
Yes
Vendor Name
Unlimited Cleaning- don't have the name of the cleaner
Should this incident be reported to the residents renters insurance policy?
No

