

Date of Incident	11-09-2025
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Stephen Cicala on 11-10-2025 at 03:32 PM.
Property	251 Dekalb
Time of Incident	11:40:00
Location of Incident	West tower front, elevator #4

Report Last Updated By	Update Date
Stephen Cicala	11-10-2025

Incident Type
Misc.
Description of Incident
Entrapment occurred on the Penthouse floor of West tower front. Residents were entering elevator #4. As the doors closed, the elevator didn't move and the residents were trapped. Mecca Holloway received a call from TAS of the entrapment. Mecca then called Kenny Poteat, who was on-call at the time. Kenny then headed over to the West tower. In the meantime, Kenny contacted Julilen McDowell, who was already at the community, to head over to the West tower until he arrived. When Kenny arrived, the residents were already out of the elevator. Julien informed Kenny that the Upper Merion Fire Department as already on-site and helped get the residents out of the elevator.
Corrective action taken at the time of the incident
Julien and Krystle Osbourne, Resident Services temp, spoke with the residents and got their information. Kenny then contacted Pincus to notify them of the entrapment.
What we have done related to Customer Service and helping the resident, if anything?
The elevator was turned off and put "out of service" until Pincus arrived. Pincus has already been on-site today, Monday, 11/10, repaired the elevator and returned to 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
WPH03
Resident Name
Simran Sethi & Liam Stewart
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

