

Date of Incident	12-09-2024
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Brian Kroker on 12-10-2024 at 09:43 PM.
Property	251 Dekalb
Time of Incident	12:25:00
Location of Incident	West tower rear elevator# 1

Report Last Updated By	Update Date
Brian Kroker	12-10-2024
Stephen Cicala	12-10-2024

Incident Type
Misc.
Description of Incident
Entrapment, resident was trapped between the lobby and the 2nd floor. The resident called out of the elevator using the emergency call button. TAS took the message and called Mecca Holloway's work cell phone (which at one time was our previous maintenance supervisor Mike Gray's work phone number). Mecca then called Kenny Poteat and informed him of the entrapment. Kenny got the elevator key, went to the elevator, advised the resident he was there. Kenny then went to the 3rd floor, on top of the elevator, he shut the elevator down, and opened the door for the resident to get out. Resident was fine and only in the elevator for about 15 min.
Corrective action taken at the time of the incident
Kenny called Pincus to report the entrapment. Kenny kept the elevator down until the Pincus tech arrived, on 12/10/24. The elevator is back up and running.
What we have done related to Customer Service and helping the resident, if anything?
Brian Kroker was informed of the entrapment on 12/9/24. Brian contacted Tom Gibson for information as to why the entrapment occurred, pending.
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
W0222
Resident Name
Abubakar Ahmed
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

