

## Northgate Elevator Incident 112623

The elevators went down on Sunday 11/26 due to a fire set to two pillows on the 8<sup>th</sup> floor. The fire caused the sprinklers to go off which damaged the elevator control boards. Prior to this incident both elevators were fully operational with inspection certificates in place.

As soon as we had sufficient information, a letter was sent to our residents informing them of the situation, and to call the office should they need help.

The on-site staff has been delivering medicines, packages, and food to our residents. Mobile Meals has also been delivering meals to our residents.

Family members have been contacted and some residents have chosen to move with them until the use of the elevators can be restored.

The Resident Service Coordinator & Property Manager has been in contact with Buckeye "MyCare Ohio" Insurance. Buckeye has offered to move residents to a temporary location until repairs are completed, but so far residents have refused.

We have been in contact with the Fire Marshall and the County Commissioner, and both have been helpful and understanding. The fire department is being responsive in bringing residents down the stairs when necessary or requested.

The elevator contractor will be on-site Tuesday & Wednesday to make the repairs. If they can get one car operational on Tuesday, they will and will have the inspector out to inspect and service restored. We are hopeful that both elevators will be operational on Wednesday.

We want to emphasize that we are proud of our on-site team at Northgate as they continue to do everything possible to ensure our residents are comfortable throughout this unforeseen incident.

Mona Waltz, Sr. Property Manager