

Date of Incident	02-21-2026
Prepared By	Travis Poston
Reviewed By	Incident Report was reviewed by Alison Snyder on 02-24-2026 at 12:37 PM.
Property	The Diamond at Phoenixville
Time of Incident	07:00:00
Location of Incident	Rear side of the building near the parking garage entrance (right side of the parking garage entrance when facing the entrance from the exterior of the building).

Report Last Updated By	Update Date
Alison Snyder	02-24-2026

Incident Type

Injury-other

Incident Type Sub-Category

other

Description of Incident

Michael Handshoe reports that he was walking his dog on a leash on the rear side of the building near the parking garage when his dog was injured by a protruding metal spigot located on the exterior of the building. As a result, his dog sustained a deep laceration across his left shoulder, approximately six inches in length, which required immediate emergency veterinary treatment.

Corrective action taken at the time of the incident

The resident notified our office of the incident on Sunday 2/22/26 at 8:25PM. Leno Quattlebaum, Maintenance Superintendent, wrapped the spigot with styrofoam and tape on Monday 2/23/26.

What we have done related to Customer Service and helping the resident, if anything?

Apologized to the resident for the incident, wished his dog a quick recovery, and advised to check with his renter's insurance to see if they can cover any of his vet bill.

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

224

Resident Name

Michael Handshoe

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

