

Lantana Procedures

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Title: **How to Respond to Unit Water Leaks**

Purpose: The intent of this procedure is to define the process of how to respond to water leaks within Lantana units

Procedure:

If the source of the water leak is obvious

1. If the issue is obvious (i.e. water heater leak), take immediate action to stop the leak. Shut off water using the main shut off valve (or close both) located at the top of the tank.
2. Mop up any accumulated water on the floor to prevent damage to the unit below.
3. Contact your personal insurance company. The insurance company advises what steps to follow next. For example, they may recommend hiring a restoration company to assist with the water removal to protect your carpet and furniture.
4. Notify the Management Company admin / receptionist that you have a leak. The Management Company will immediately dispatch the appropriate personnel to ensure that the leak is contained and to promptly remove any wet wall board.
5. Follow up your emergency notification with an email request that the Management Company alert unit owners below (this documents the request).
6. The Management Company notifies the Association's insurance company and once the source of the leak is corrected employs appropriate expertise to replace damaged drywall, and to prepare the surface for painting at the owners' expense.

If the source of the water leak is not obvious

1. Mop up any accumulated water on the floor to prevent damage to the unit below.
2. Unit owner contacts their personal insurance company. The insurance company advises what steps to follow next. For example, they may recommend hiring a restoration company to assist with the water removal.
3. Notify the Management Company admin / receptionist that you have a leak and are not aware of the source.

4. The Management Company notifies the Association's insurance company. Unit owners direct the Management Company via email (this document's the request) to formally notify unit owners **above and below** their unit of the leak. This is done as a precaution in case the water leak is causing damage to other units as well.
5. The management company promptly dispatches a restoration or maintenance company to remove any wet walls or ceilings and to dry the spaces inside the walls.
6. The restoration or maintenance company, directed by Lantana's Management Company, is responsible for locating the source of the leak. If the source is Association owned, the maintenance company makes repairs. If the source is the property of the unit owner, the owner, in conjunction with the owner's insurance company, is responsible for the repair.
7. When the source of the leak has been repaired, the Management Company directs the restoration of damaged walls and ceilings ready for painting.
8. If negligence is involved, the insurance companies determine who was negligent and to what extent the damage was due to that negligence. This is the prime reason for making sure that all party's insurance companies are notified promptly and involved in the investigation.

General Notes:

The Management Company does not enter any of the units

The on-site maintenance employee can enter a unit if accompanied by a management company employee or a board member (reference procedure, 2c, Process for the Association to Enter Units)