



Water Intrusion Protocol

We would like to provide you with a protocol to follow in the event your unit sustains water damage and/or a back-up. We understand plumbing issues typically occur at inopportune times, so we have prepared a step by step plan for your reference.

If a leak occurs during normal business hours...

1. If you notice a leak, back-up, or water damage during normal business hours (Monday-Friday 8am-5pm) please contact the onsite office immediately at 619-231-2524.
2. If no one is available to take your call in the onsite office, please immediately call Action Property Management's Community Care Department at (800) 400-2284. Your call will be routed to a live representative that can provide you with immediate assistance.

If a leak occurs after hours...

1. As soon as you notice water, immediately call (800) 400-2284. You will hear Action Property Management's message. Press "1" to be directed to a live person.
2. Provide the answering service with as much pertinent information as possible. Make sure to include the following:

Your Name

Your Unit

Contact Phone Number

Where the water is coming from (ie ceiling, toilet overflow, kitchen sink)

What to expect when I call Action:

You will reach Actions dispatch center, where a representative will contact the afterhours Community Manager for City Walk. Once you receive a call back from the on call manager, you can provide further information regarding your plumbing issue. The Community Manager will then call the appropriate vendor out to provide service as soon as possible. Although we will make every effort to call you back immediately, there may be a brief delay. So for immediate plumbing assistance you can call the buildings preferred vendor **California Comfort Systems 858-564-1100** in conjunction with your call to Management.



On-site after-hours help

If you are not sure what to do about a maintenance emergency or non-emergency in your individual unit, you can contact

Maintenance Committee Member, Dick Salle at (619) 795-3120.

Contact your neighbor

We urge you to get to know your surrounding neighbors. Ask for phone numbers and email addresses for emergency purposes. In the event of a major leak you will want to notify the people above and below you as soon as possible.

Who knows the location of the water shut off valves in the complex?

During business hours Management and the building engineer have valve shut off locations. The preferred plumbing vendor CA Comfort systems has these locations as well as Maintenance Committee member Dick Salle. Please do not shut off the valves yourself as other homeowners are connected to the stack shut off valves and you may assume any liability for turning them off yourself.

What causes condo water damage?

The main causes of water damage are toilets, washers, under the sink purification systems and water supply to the refrigerator. These components fail on occasion after time goes on, so it is a good idea to check these items on an annual basis. Also, please be cognizant of what items you place in your drains. If you're unsure if it should be flushed or rinsed down the sink- throw it in the trash.

What happens if there is major water damage to my unit?

Depending on the type of leak, Management will call a plumber out to evaluate and stop the leak. A restoration company could be called out to mitigate further damage and begin the restoration process. Management will gather the incident information from the vendors involved to determine who was at fault for the leak and damage.

Insurance

As a condo owner, you should carry your own HO-6 insurance policy to protect yourself and your property. The Association's master insurance policy does not cover your personal contents or any upgrades to your unit.

CITY WALK
PLUMBING POLICY

Whereas, it is the desire of the Board of Directors to adopt a policy regarding management of plumbing work performed at homeowner's request and plumbing reimbursement requests by homeowners,

THEREFORE, IT IS HEREBY RESOLVED, that homeowners are requested to contact Management for plumbing issues within their unit. If the plumber determines that the issue is homeowner responsibility, the amount invoiced will be charged back to the homeowner.

If a homeowner elects to use their own plumber and the plumbing problem is determined to be in the common area plumbing, then the Board will only reimburse the homeowner for the plumber's minimum charge, not to exceed two (2) hours, if determined it was the HOA responsibility.

The above stated resolution is hereby adopted by the Board of Directors of the City Walk Association, at a duly noticed meeting held on April 18, 2012.