

HERITAGE POINTE MASTER ASSOCIATION WATER LEAK PROCEDURES & PREVENTION

PROCEDURES if a leak is detected:

- Call the Association immediately to determine the source and stop the leak, describing it as either small (dripping) or large (streaming):
 - From 9 AM to 2 PM call Heritage Pointe office 239-466-8418
 - All other times call Sentry Management 239-277-0112 extension 51801 to speak with Valerie Hoover. If during Sentry's non-office hours, follow their prompts to report an emergency.
 - When in doubt **and the leak is large**, call 911 and say you think it's coming from the sprinkler system, which will dispatch the fire department to turn off the system for the entire building
- Call a professional remediation company to begin drying out your unit immediately and thoroughly. If multiple units are involved, it is best if one company handles all the units.
- Call to submit a claim with your insurance company.
- Responsibility (Owner vs. Association) will be determined and repairs made.

Remediation companies (first two offer 24-hour service)

- Joe Taylor at 1-888-353-3139 Representative is Jaquob at 239-338-7893
- FireService at 1-800-832-3473 Representative is Greg Frith at 239-826-0217
- Your own choice

Plumbing companies (first two offer 24-hour service and are familiar with shutting off water at HP)

- Next Plumbing at 239-540-1444
- Reflow Plumbing at 239-839-2347
- Your own choice

Per state condominium law, Florida is a **NO-FAULT** state, meaning that any damage that occurs in your unit is your responsibility even though it might be caused by an adjacent unit. Regardless, your unit could be liable for damages if negligence is determined, such as not turning off the water or not fixing a known problem. The Association is responsible for the drywall out. The unit owner is responsible for everything inside the drywall, such as paint, texturing, flooring, furniture, fixtures, etc.

PREVENTIONS:

- Replace the original plastic water valve behind the refrigerator with a metal one.
- Inspect all water lines for any damages and replace as needed.
- NEVER run dishwashers or washers when no one is present.
- Fix any obvious leaks or replace malfunctioning toilets immediately.
- Main water valve **MUST** be turned **OFF** if unit is unoccupied for **longer than 48 hours**
- All owners shall arrange to have a condo watcher to inspect every 14 days minimum. (Mold is never covered by insurance when a leak exceeds 14 days). Watcher visit will be documented with what was inspected and signed by the watcher.
- Water can come from many sources even when the main valve is shut off, including fire water sprinkler pipes, AC & sewer drain lines, hot water heater, roof, or windows.