



The Property Management Co.
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IMPORTANT NOTICE: Water Shutoff Policy

Attention Hembree Creek Homeowners:

We announced a new policy regarding water shutoffs in the November 2011 issue of the Hembree Creek newsletter which was included with your December bills. To provide further clarification, we would like to reiterate the policy. If you are making repairs or upgrades to your condo that requires a water shutoff, you **MUST** contact Working Solutions in advance to schedule the shutoff using an Association approved plumber. Unfortunately, the builder did not install individual water shutoffs for each unit for your main water supply. Therefore, the main water supply to each building has to be turned off when making some repairs or upgrades. Most upgrades or plumbing work related to any of your sinks, toilets, water heater or washing machine do not usually require the building's water supply to be shut off as they have individual shut off valves located inside your unit. However, most shower or bathtub plumbing changes or upgrades do require the building water supply to be shut off as they do NOT have a water shut off located inside your unit.

In the past, when someone (who is not educated on how our building shut off valves operate) has attempted to turn off a building's water supply, it compounded the issue and caused residents to be without water for several hours. In a couple of instances, the Fire Department had to be called as well as hours wasted while waiting for a plumber to arrive to get the water supply operational again. Therefore, in order to protect the integrity of the community's water supply and plumbing systems, the Board implemented a policy requiring an Association approved plumber to turn on & off the main water supply to each building. You may use any licensed plumber you wish to work inside your condo but only an *Association approved plumber* is allowed to turn on and off the main water supply to each building. A \$150 violation fine will be assessed if this policy is not followed.

You must contact Working Solutions to obtain the contact information for the Association approved plumbers as well as schedule the work so all residents located in that building can be notified of the time & date of the water shutoff. No water shutoffs will be scheduled until after 10:00am on any weekday nor will they be scheduled on Saturdays or Sundays at any time as it creates a major inconvenience to all residents. The fee to have the water shutoff & turned back on for any building is \$125. This will be a cost to the homeowner and will be billed directly from one of the Association's approved plumbers to the unit owner. Again, if an Association plumber is NOT used to shut off & on the building's water supply, you will be assessed a \$150 fine. If you would like to use one of the Association's approved plumbers to perform work inside your unit, you are welcome to do so. You can obtain contact information from our office as the vendor contact information is subject to change. Please call our office if you have any questions. We thank everyone for their cooperation.

Respectfully, Working Solutions, Inc.

A handwritten signature in black ink, appearing to read "Gerri", is written over a horizontal line.

Gerri Schwartz, Property Manager

cc: Hembree Creek Board of Directors