

## **IMPORTANT NOTICE: Revised Water Shutoff Policy (Effective February 20, 2023)**

**This policy supersedes all other previous iterations.**

The builder did not install individual water shut off valves in each unit unfortunately. It's quite costly to install shut-off valves in every unit post-construction. So that means anytime a unit owner wants to make any upgrades or renovations or needs to make a repair that involves the plumbing in the shower or bathtub, it usually requires turning off the entire building's water supply. In addition, if one of your unit's dedicated pipes that serves your unit needs to be repaired, the entire building's water supply must be shut-off. 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 be turned off as they have individual shut off valves located inside your unit. There are no shut off valves for showers/bathtubs inside each unit.

The Association is tasked with trying to protect the integrity of our common plumbing lines and balancing the needs of the residents to make necessary repairs or upgrades while minimizing the disruption of water supply to all residents. Therefore, we cannot have unlicensed plumbers or contractors turning on and off our building's water supply. Our water pipes are pressurized therefore only licensed and approved Association plumbers are authorized to turn on and off our water supply. In the past, when a contractor or unlicensed plumber has attempted to turn off a building's water supply, it compounded the issue and caused residents to be without water for an extended period of time including overnight. In a couple of instances, the Fire Department had to be called to turn off the water due to contractor negligence.

**Any plumbing work that requires a building's water supply to be shutoff must be performed by an Association approved and licensed plumber. They will turn off the water, complete whatever plumbing work is needed, and then restore the water supply. A \$300 violation fine will be assessed if this policy is not followed.**

All water shutoffs **MUST** comply with the following:

- Schedule through our property manager with a minimum of 48 hours notice.
- Only an Association approved licensed plumber is permitted to turn off & on the main building water supply and complete repairs or upgrades that require water shutoffs.
- Owner requesting a water shutoff must place a notice on EVERY unit's door in their building 48 hours in advance noting the date & range of time of the shutoff and your unit number.
- No water shutoffs will be scheduled until after 9 AM on any weekday and water supply must be restored by 5 PM. Nor shall they be scheduled on Saturdays or Sundays as it creates a major inconvenience to all residents.
- Exceptions will be made for emergencies. Unless you have a leak of some sort or an issue with your HVAC related to the thermal water source, it's not considered an emergency. Since each unit has two (2) toilets, (2) showers and two (2) bathroom sinks, malfunction or stoppage (excluding leaks) does not constitute an emergency.
- Property manager or the Board (if notified) will send an eblast or text to alert residents to the shutoff.
- Failure to comply with this policy in any way will result in a minimum of a \$300 violation fine. The fine is deliberately steep to encourage residents to comply with this policy.
- Cost of the water shutoff is set by the plumber and is the responsibility of the homeowner. Cost will be billed directly from one of the Association's approved plumbers to the unit owner.

*You can obtain contact information from our property manager as the vendor contact information is subject to change.*