

## Resident Procedures for Water Leaks “Be Prepared”

The first line of defense is knowing where your unit’s main water shut off valve is. Interior buildings normally are under the air conditioner unit (for cold) and under the stairs (for hot). For exterior buildings the main shut off valves are within a garage, which may or may not be accessible to you.

The Association is currently obtaining bids to convert the locations within the garages to the exterior and identify all valves to each unit. It would be in all residents’ best interest to speak with your neighbors and become familiar with your unit location to create an emergency water plan. You should know how to reach each other for these situations. Homeowners should also be sure their tenants know what to do. Leaks within your unit can either be Association related or the direct responsibility of the unit owner. All homeowners should have a licensed plumber that they can call for any water emergency within their unit. As a homeowner, this is your responsibility.

So to recap your course of action,

- 1) Try to shut off either an interior or exterior valve and call your plumber IMMEDIATELY.
- 2) Report to your homeowner’s insurance as a report only, not a claim, until determined if the leak falls under your homeowners insurance, your immediate neighbors, or under the Association.
- 3) Report the incident to the management company along with your plumbing contractor’s information so they can follow up and receive all the necessary information to make an accurate evaluation if the leak is association related or homeowner responsibility.

Responsibility for the service call will be determined once all the pertinent information is received by our management company. If you do not have a plumbing contractor, you should be calling our management company @ 714-779-1300 and follow the prompt for an emergency situation.

El Dorado Lakes Board of Directors