

## Water Shut-Off Policy (26<sup>th</sup> June 2018)

**Purpose:** This policy document outlines the Association's policy surrounding Water Shut-Offs.

**Scope:** This policy addresses water shut-offs, including scheduled shut-offs Program, unscheduled emergency shut-offs, and building-wide water shut-offs.

**Changes Since Last Version:** This is the first version of this policy, though a companion administrative process/guidance document has existed since November 2016.

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### Types of Shut-Offs

- **Scheduled Shut-Off:** Scheduled Shut-Offs (SSO) may be accommodated at a cost of \$50. An owner who wishes to schedule an SSO must request the shut-off at least five weekdays before their requested shut-off day. The office will confer with maintenance and will advise the owner if the requested day is available. Owners should not confirm the date with plumbers or other workers until they receive written confirmation—email or hardcopy—from the office. See information below about “piggybacking,” which is not possible.
- **Emergency Shut-Off:** In the event of a water leak an emergency shut-off may need to occur. Emergency shut-offs will incur an administrative fee of \$50. In the event of an emergency, maintenance staff will attempt to shut the water off as quickly as possible to prevent damage to the owner's unit and neighboring units.
- **Building-wide Shut-Off:** In rare circumstances it is necessary to shut-off water to the entire building.

Owners should familiarize themselves with the time required to drain water from their tier (see next page).

### Policy Points for WSOs

- Owners should never confirm a plumber or other contractor for work that requires a WSO until they receive written confirmation from the office for the shut-off. The Association will not entertain claims from owners who have to pay an appointment cancellation or other fees because they confirmed a contractor before they received written confirmation of their requested WSO.

- WSOs are only allowed Tuesdays, Wednesdays, and Thursdays, owed to staffing considerations. The tasks required to perform a WSO commence at 8:30AM though work may not be performed until the tier is totally drained; consult the schedule below for the “earliest ready time.” All work in the owner’s unit associated with the WSO must be completed by 4PM, without exception. Any delay beyond 4PM will cause the maintenance staff to be in an overtime situation, due to the staff duties required to return the building water to a normal status. The Association will pass-through to the owner any overtime cost associated with the two maintenance staff members who are onsite to facilitate the WSO. The Association will not bear this cost.
- Only one WSO can be accommodated on any given day.
- Regarding piggybacking: Although it seems that more than one owner in a tier could have work performed on the same day as another owner’s scheduled WSO, it is logistically not feasible. Following the WSO, the owner’s plumber will test that work performed holds the pressure of an active pipe. If two owners are having work done, one owner’s plumber would be left waiting, at a cost to the owner. Thus, we can only accommodate one owner per day. The shut-down service is first-come-first-served.
- When maintenance takes water offline, the pipes in that tier must be fully drained before maintenance can give the greenlight to the owner’s contractor to perform work. This draining process can be time-consuming. Below is a chart that states the earliest time, by tier, that we can expect each tier to be fully drained. Owners should keep these guidelines in mind when they are scheduling plumbers and other contractors. The Association will not entertain owner’s claims for payments to contractors due to idle or down time resulting from a delay in work commencement. In all cases, owners and their contractors must wait to receive the go-ahead from maintenance staff, irrespective of the guidelines provided by the chart below.

Tier Number	Earliest Ready Time	Tier Number	Earliest Ready Time
01	10:00AM	07	9:30AM
02	10:00AM	08	9:30AM
03	9:30AM	09	9:30AM
04	9:30AM	10	9:30AM
05	9:30AM	11	10:00AM
06	9:30AM	12	10:00AM

**Notification Policy**

The office notifies residents of upcoming WSOs according to a notification schedule:

- For scheduled shut-offs, the office will provide four calendar days of notice to the residents in the affected tier, via the residents’ selected notification method—email through BuildingLink or via door-delivered paper. The Office Manager will post WSO notices in the bulletin board.
- For emergency water shut-offs, as soon as possible the Office Manager will contact the residents in the affected tier via their selected notification method.

- For a Building-wide water shut-off, the Office Manager will notify the building at least seven days in advance of the shut-off, except in a situation where logistically such a lead-time is unfeasible, in which case notification must be made as soon as possible. A reminder will be sent two days prior to the shut-off and notices will be posted in the bulletin board.

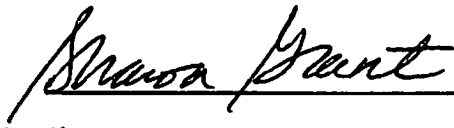
In addition to this policy document, the Office and Maintenance Managers will collaborate on an underlying process and will document it for their internal reference.



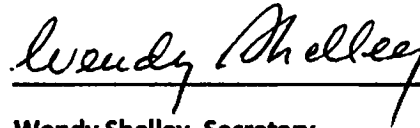
**Quade Whitmire, President**



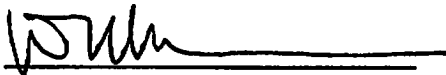
**Becky Martin, Vice President**



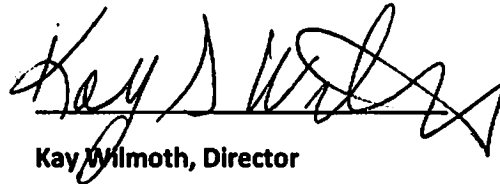
**Sharon Grant, Treasurer**



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