

Allegro Villas Homeowners Association

PLUMBING POLICIES AND PROCEDURES

Emergency Calls:

1. Emergency plumbing calls must be reported to So Cal Property Enterprises at (951) 270-3700 as soon as the leak is detected. **An emergency is a plumbing leak that cannot be contained with a bucket (large trashcan), towels, and plastic.**
2. If you are calling after hours to the emergency service, you must leave a name, address, and phone number you can be reached at immediately. **Do not leave pager numbers.**
3. Your emergency call will be returned immediately.
4. Homeowner's **must** be available for the return calls from the plumber and Management Company.
5. The plumber will be called and requested to schedule an appointment with the homeowner or resident.
6. You will be notified when the appointment is scheduled. You must be available on the date and time of the appointment or leave a key—NO EXCEPTIONS!
7. If an appointment with the plumber is scheduled and you are not at home or have not left a key, **you will be billed for the call.** Homeowners must give the plumber a **24-hour notice** for cancellation.
8. **Owners will be billed** for any non-emergency plumbing appointment required by an owner to be scheduled after 5:00 p.m. Monday through Friday or on the weekend.
9. Once the plumbing leak has been repaired, the homeowner will be placed on a list for interior repair work. The interior repairs are scheduled after a two-week period. This is to insure that there are no other leaks prior to closing up ceilings or walls.
10. The Contractor will schedule an appointment with the homeowner and complete the work as needed.
11. Any item (books, boxes, chairs, tables, storage items, metal products) that could lead to further damage to the carpet must be removed immediately.

If So Cal Property Enterprises is not able to locate a homeowner whose unit is causing damage to another unit due to a plumbing leak, So Cal Property Enterprises will have no other choice then to call a locksmith and force entry into the unit. The unit owner will be billed for the locksmith service call and for the management company's time.

All owners and occupants are responsible for notifying the management company immediately of any plumbing leak or water related damages. Failure to notify the management company may result in additional property damage that could have been avoided. Therefore, all owners will be held responsible for any damage to their unit, to another unit, or to the common area caused by, contributed to be, or as a result of the owner's failure to timely respond to or notify the management company about a known plumbing leak or water intrusion problem.

Non-Emergency Plumbing Calls:

1. If you have a non-emergency plumbing leak after normal business hours, please call So Cal Property Enterprises during normal business days/hours (Monday – Friday, 9:00 am – 4:00 pm).
2. Please provide a contact phone number (cell/home/work), property address, and the location of the leak.
3. Your call will be returned the next regular business day.

4. The plumbing contractor will be notified to schedule an appointment with you.
5. Non-emergency plumbing repairs are typically scheduled Monday through Friday after 8:00 a.m.
6. Please make sure that you are available for the scheduled time.
7. If you schedule an appointment with the plumbers and you are not at home or have not left a key, **you will be billed for the call.** Homeowners must give the plumbers a **24-hour notice** for cancellation.

Procedures for Areas Affected by the Plumbing Leak:

1. Any contractor entering a home will lay down plastic covering so as not to cause any damage to the flooring material.
2. Carpeted areas that have been affected by water damage will be pulled up and water will be extracted from the pad.
3. Fans will be placed in the pad area after the water has been removed.
4. Carpets will be laid back after the pad and carpet has dried.
5. **Only the wall(s)** in the room affected will be textured and primed – not painted. This means that if the damage occurs on one wall and there are three more walls attached to the damaged area, only the affected wall will be textured and primed – not painted.
6. **The Association will not replace or repair wallpaper.**

Please keep in mind that if you experience plumbing problems, once the wall/ceiling is opened up and the plumbing is repaired, the walls/ceiling will be left open for approximately two weeks. This is to assure that there are no other leaks. Once this step is complete the walls will be closed.

Plumbing Calls that are Determined to be the Individual Responsibility of the Unit Owner(s):

1. If a unit has a leak and the Association's plumber determines the leak is the unit owner's responsibility, the Association will bill the individual unit owner(s) for the plumbing call. Additionally the unit owner will then have the responsibility to make repairs to the unit where the leak occurred.

I hereby acknowledge that I have read and understand the Allegro Villas Plumbing Policies and Procedures and acknowledge my responsibility to the Association. I also understand that if I am unable to be reached, the management company will be forced to call a locksmith to open my unit. I understand that I will be billed for this service and any other services required for gaining access into my home.

Owner's Name: _____

Property Address: _____

Signature: _____

Date: _____