"Water Leak Reporting and Repair Workflow"

The prompt reporting of a water leak is crucial to limiting the damage they can cause. Please follow the steps below.

- Call TEAM Property Management – 714-639-8484 (Daytime and after-hours emergency number 7 days a week) and follow the prompts to get a live operator who will contact one of our preferred plumbers. You will be contacted by them. **Make sure you select "0" to get to the after-hours operator.**

- Colonial Group or Red Line Rooter will assess the leak and make a temporary repair. This may include turning off the water to your building until the following day.

- We will find the leak, fix the leak, and prevent further damage as quickly as possible as soon as we get access to all affected units. Remember, the leak may not be in your unit.

- The HOA will remove any wet or damaged drywall from the premises and set up a fan and/or dehumidifier to help dry out the area. All precautions will be taken to properly remove any drywall from the affected unit.

- The current <u>HOMEOWNER</u> is responsible for having all items removed that may be in the way of a wall repair. Repairs will not start unless the area is clear of all personal items, including furniture.

- Any drywall that was removed to locate and repair the leak will be replaced and brought back to its original look, to include texture and paint. The paint may not match due to the age of the existing paint. (This does not include wallpaper or upgrades)

- We will "paint-to-match" wall color at the time of removal/repair of drywall. (Sheen may not match due to age of original paint) <u>We will only match to existing color.</u>

- The HOA Master Policy has a deductible of $50,000 for water damage. Our Master Policy does not cover upgrades to flooring, counters, cabinets, vanities, wall coverings, etc.

- Please refer to your homeowner's policy or insurance agent for what your policy covers.

- Work day is from 8 a.m. to 5 p.m. Monday through Friday.

- Start time for repairs is between 8 a.m. – 8:30 a.m. Monday through Friday.