

Treetops Condos HOA Water Leak Policy

Effective April 20, 2019

If you experience a water leak, please contact HOA Management Company, hereafter referred to as HOAMC, as soon as possible at 252-565-4820 during regular business hours. After hours and on weekends, call 252-916-8811. Per the approval of the Treetops Condos HOA Board of Directors, the following actions will be taken.

1. HOAMC will contact a licensed, fully insured plumber, from a list pre-approved by Treetops Condos Board of Directors to respond ASAP to the unit/s to assess the problem and turn off the water.
2. HOAMC will notify Treetops Condos HOA Board of Directors by email to report leak and provide the name of plumbing company called to investigate and assess leak.
3. HOAMC will make every effort to contact a unit homeowner if plumber believes a leak may be coming from an upstairs or adjacent unit. If unit owner cannot be located, Treetops Homeowners Association, hereafter referred to as Association, reserves the right, per the Treetops Condos Bylaws/Covenants, to enter the unit. HOAMC will engage a locksmith, and homeowner's account will be charged for this service.
4. The plumber will contact HOAMC to report the source of leak in order for the Board to determine whether the homeowner or the Association is financially responsible for making necessary repairs.
5. Plumber will take photos to support findings and damages and forward to HOAMC immediately. HOAMC will then forward to Association Board members.
6. If it is determined that homeowner is responsible, homeowner may request that plumber making initial service call make repairs immediately. HOAMC will charge homeowner's account for the cost of any and all plumbing repair to damaged areas. OR , homeowner may choose to hire a different plumber to make repairs. This should be done ASAP., especially if

water has leaked into or caused damage to another unit. However, homeowner's account with HOAMC will be charged for the initial service call. Homeowner will be directly responsible for paying any plumber he/she hires to make repairs.

7. If it is determined that the Association is responsible for repairs, HOAMC should immediately notify Treetops Condos Board of Directors by email for prior approval of necessary plumbing repairs.

Treetops Condos HOA is responsible when...

1. Leak originates in a common element or due to the acts or omissions of the Association or its agents.
2. A pipe bursts between walls of the units or outside the walls.
3. A pipe bursts in the ceiling.

The Homeowner is responsible when....

1. A leak originates within the unit boundaries due to the acts or omissions of the owner, tenant, agent, or guests.
2. A leak originates from inside the unit.
3. A leak originates from a toilet, sink, shower, tub, washer, water heater, or garbage disposal, etc.
4. A leak originates from a supply line inside the unit from an ice maker, A/C, etc.

If it is determined that Treetops Condos HOA is responsible:

HOA Mgt. Company will issue a work order to a licensed and insured contractor **of the Association's choice** to make necessary repairs to the unit back to its "original" construction, according to Treetops Condos Association's insurance policy and Bylaws/Covenants. The Association would also advise the homeowner to contact their own insurance company.

PLEASE NOTE: It is the responsibility of homeowner to provide HOAMC with homeowner's contact information, including cell phone number, in case of emergency.