

WHERE IS THAT DARN WATER COMING FROM?

At The Enclave at DTC Condos, there are several places to look for water sources that may cause water to intrude into your Unit. It will save you time, and probably money, if you can locate the source of water in your Unit before you contact a plumber to investigate. We hope this list will be of help to the Homeowners and Residents at The Enclave at DTC.

If, at any time, you are told by your plumber that the water source is from a Common Element, i.e. a common drain that supplies drainage for all of the units in your stack, or from a common water supply line that supplies water to more than your unit, then please contact the management company. Only the repair expense to these Common Elements will be the responsibility of The Enclave at DTC Condominium Association.

When you have a water intrusion problem:

- A. Do not contact the management company for repairs unless **confirmed by a plumber** that water is coming from a Common Element or a Common Element has been damaged. Each homeowner is responsible for his own repairs within the unit perimeter.
- B. Investigate your own unit items listed below to determine if water source may be from within your own unit.
- C. Work with all of your neighbors to ensure they stop using any possible appliance or fixture to see if that stops the water intrusion. Ask if they have had a recent water leak or overflow in their unit. Remember, it could be from a unit backing up to your unit, as their water fixtures and appliances should shadow yours. If they are not home, leave a nice note to contact you ASAP. Water can run from up to down and from unit to unit on the same level.
- D. If not within your own unit systems, work with your neighbors to find possible source of water. The management company should not be involved in this process unless Common Elements are involved. Water intrusion could be from a one-time overflow and will not be a continued problem. Resolution to water intrusions should be handled between neighbors.
- E. Contact a plumber of your choice to investigate the problem and make repairs. Have a plumbing contractor phone number ready for such emergencies. If your plumber makes a repair and suggests a Common Element may be involved, you may submit a copy of your paid invoice along with an explanation and request for reimbursement to the Board of Directors through the management company.
- F. If you need a neighbor's phone number, you may contact the management company for that number. It is always a good idea to meet your neighbors and obtain their phone numbers in case you have a need to contact them for an emergency.
- G. Contact the management company if a water source is from a Common Element or if Common Elements are damaged, preferably during week day office hours; or if you need a homeowner's information; or if you need other information and answers. In the emergency situation, you need to get a plumber out as quickly as possible. Be prepared to take care of your water intrusion situation yourself. Unit to unit water intrusions are a reality of condominium living and old buildings.
- H. If the management company calls out a plumber on behalf of the HOA for water remediation and the cause is from a unit and not a Common Element, the Association has the authority to charge the cost for service back to the homeowner.

1. If the management company, on behalf of the HOA, opens an insurance claim on the HOA carrier, the insurance deductible of \$5,000 may be charged back to the unit owner where the source of the problem is found, as determined by the Board of Directors.

Possible Water Sources

Kitchen:

1. Water on floor likely means the water is coming from one of your own appliances or fixtures, or from the unit directly behind you.
2. Water on the wall or ceiling likely means the water is coming from a neighboring unit above you.
3. Places to look:
 - a. Refrigerator – water line to the ice maker behind the appliance or plugged drain under the refrigerator.
 - b. Leak from kitchen water faucet or drain under the sink. Check caulking around sink and faucets.
 - c. Leak from the dishwasher seal or water/drain lines.
 - d. All drain backups need to be handled by the Homeowner. If a drain specialist provides you with written note that a clog was outside of the Unit plumbing and into the common drain, then you may submit a copy of the paid invoice along with the cause/location of the clog to the Association Board of Directors to consider reimbursement to you at their next regular board meeting. Homeowners should have a plumbing vendor phone number ready for such instances since often a backup quickly may become an emergency. Keep your drains cleaned by using liquid drain cleaner occasionally, or a cleaner of your choice - bottom floors especially.

Bathroom:

1. Sink may need new caulking around sink edge or faucets.
2. Faucets and interior valves may need to be replaced.
3. Toilet may have deteriorated wax seal and leak down without showing from unit bathroom floor.
4. Toilet water lines, tank or a crack in bowl may cause leak.
5. Tub overflow may have come loose from drain behind it and leak downstairs.
6. Tub/shower faucets may leak behind wall.
7. Tub/shower enclosure may need caulking or grouting repairs.
8. Pinhole leaks have been found in water supply line that runs up to the shower and only drips when the shower is turned on and water is called up that line.
9. Possible shower curtain not well closed to keep water inside tub during use – water deflected outside the tub by elbows and head movement.
10. Toilet or tub overflows.
11. P-traps may leak under the sink or under the tub (homeowner responsibility).

Laundry Room/Hot Water Heater:

1. Broken washing machine hoses or plugged drain may be cause of water intrusion.
2. Water heater may leak, which may or may not show up in your Unit, but may just run down into the Unit below. Water heaters have a pressurized incoming water line and will continue to leak until the Unit water is shut off! **Locate your Unit water shut off before you have a problem so you can shut your Unit water supply off quickly when you need to. Unit shut off valve is over the water heater.** Water coming into a Unit along the

water heater wall or ceiling is most likely from a broken water heater in Unit above. YOU SHOULD HAVE YOUR WATER HEATER INSPECTED AND SERVICED EVERY COUPLE OF YEARS. The Enclave water heaters are out of warranty and starting to break with regularity. When replacing a water heater, install a pan under it.

Common Elements:

1. Water from a common water line will continue to spew water at a regular and fairly hard rate because there is pressure in the incoming water lines. If water stops coming into your Unit, or slows down, then there is little chance water intrusion is from a common water line.
2. Leaking from a roof would show up during or directly after a hard rain, or from melting snow. Reporting a leak from the roof is important, but generally no repairs can be investigated or made until the roof is clear and dry to allow for safe access. Please report the leak and then keep a pan or pail under the leak until the source can be investigated and resolved.
3. Water intrusion from a common drain would only happen as water is running down the common drain from a Unit above, which may be from a Unit backing up to your Unit. The water intrusion from this source would not be continual.

AC Condensate Lines:

1. Each Unit has a drain line running out of the furnace that drains condensation while an AC unit is running. Each homeowner is responsible to maintain that drain line. As the buildings were old apartments, we have found these condensate lines either inside a wall chase by the furnace closet or inside the furnace closet space. We have found some condensate lines connected together inside walls or cut off just outside the furnace causing water to run out into the closet itself and down into the unit below.
2. All of the condensate lines are supposed to empty into a drain on the bottom level floor underneath the furnace closet space.
3. Problems with these lines can cause water in the carpeting on the first floor coming out of that space underneath the furnace closet.
4. It is recommended that everyone on the first floor open the air grill under the furnace closet and make sure the plastic drains are all (should be 2 or 3) running right into the floor drain before you have a water intrusion problem
5. **The HOA has no responsibility for these condensate water lines or any water damages** that may occur due to drain problems. So, inspect and ensure your lines are appropriate, in good repair, and do their job. Homeowners in each stack will need to work with each other and share expenses of investigations and repairs from water intrusion events caused by condensate lines. Folks on the bottom floor should ensure the drain is open and lines run into the drain appropriately before high AC use season! Everyone should carry appropriate insurance liability coverage!
6. Air conditioning unit maintenance is a responsibility of the homeowner, not the HOA.

REMINDER: You should have your furnace, air conditioner and water heater inspected and serviced every couple of years to ensure good maintenance and efficiency. You should change the batteries in your smoke detectors every 6 months. A carbon dioxide detector is highly recommended since furnaces are gas fueled.