

# VEHA WATER & PLUMBING INFORMATION and POLICIES

VEHA is private property and its water, sewer, and fire hydrant infrastructures are not maintained by the City of Albuquerque. These are maintained and paid for by the Association from the monthly HOA Assessments.

## WATER

- All 136 homes within VEHA are on one City water meter. This meter also includes the water for the common area sprinkler system, the VEHA Clubhouse, fire hydrants, and the swimming pool.
- Water is VEHA's largest single expenditure. Monthly water usage and per home cost is posted each month so that homeowners are aware of the amount of their assessment that is going to this expenditure.
- Any water line breaks in the streets should be reported to the VEHA Property Manager  
Emergency Phone: 239-5838.
- VEHA maintains water mains and lines in the streets to the edge of the street where the homeowner property line begins. Homeowners are responsible for their waterline and shutoffs beyond this point.
- Homeowners are responsible for knowing location of their shutoffs and making sure they are in proper working condition.
- Every effort is made to notify homeowners if the water within VEHA will be turned off for emergency plumbing work. As this is not possible each and every time, it is the responsibility of every homeowner to keep sufficient supplies of water on hand in the event of a water shut-off. It is also not possible for the office to know exactly when water will be turned off, what areas will be effected, and how long the water will be off. Work may unexpectedly extend into the following day. It is your responsibility to make sure your home is always prepared with sufficient.
- Scheduled plumbing work, including annual fire hydrant inspection and maintenance, and emergency plumbing work signs will always be posted on blue signs throughout the complex. Every effort will be made to send out email notifications. It is the responsibility of each homeowner to make sure the office has their current email address.

## PLUMBING

- TLC Plumbing is the only authorized company contracted to work on the VEHA water main and sewer lines.
- TLC Plumbing is the only plumbing company authorized to shut off any water mains within VEHA. If a homeowner uses another plumbing company, the office MUST be contacted PRIOR to arrange coordination with TLC Plumbing if you will need the water turned off during your work. Damages caused to VEHA shutoffs by another plumbing company will be billed directly to the homeowner.

- Homeowners and Renters are NOT authorized to contact TLC Plumbing or Bernalillo County Water Utility Authority regarding any water issues on VEHA property. Expenses incurred by unauthorized contact will be billed directly to the homeowner.

## **SEWER**

- VEHA performs quarterly sewer line maintenance within VEHA to keep the sewer main clear to the City main line.
- Homeowners are responsible for their sewer line beginning from the street to their home.