

AV Repipe Townhall Homeowner Questions/Answers 1/11/20

Q. How long will I be without water during re-pipe?

A. One day.

Q. Two weeks seems like a long time to do a re-pipe.

A. It will take up to 10 business days, no work will be done on weekends. And an entire building will be done at same time (4 units). Due to asbestos issue, we have to remediate. Plastic containments have to be put up in the unit before removing drywall. Then testing company comes behind to ensure no contaminants are in the containment area. Next plumber will actually start re-pipe and City of MV comes out to inspect. Then plumber completes switch from copper to PEX. Drywall is expected to take 2 days is put back and finally contractor paints. Contractor will repaint where drywall was removed at no extra cost to owners. If you have paint that is best outcome, for it is sure to be same color. If not, contractor will go to paint store with a piece of drywall and color-match paint.

Q. I've done re-pipes and it shouldn't take two weeks.

A. We are doing an entire building at a time. Not just unit by unit, therefore each step requires the time to do the work in all four units of the building. Plus we have to schedule inspections with the City of MV.

Q. Will it really only take 2 weeks (I had a leak that took a lot longer to get fixed)?

A. Yes, in the case of repairs we are at the mercy of multiple contractor's schedules and there are times when they are booked for several days. With this project, we will have dedicated crews working every day, Mon-Fri.

Q. Do I have to let contractors into my unit?

A. YES, you cannot opt out of this project and HOA has legal authority to enter.

Q. Can I do the any prep work myself?

A. No, all work must be done by licensed contractors and crew who work for the company selected to ensure warranties remain valid.

Q. I've already had repairs done in certain areas of my unit, will those be redone?

A. YES

Q. Regarding asbestos, will any additional work be done in units like ceiling scraping?

A. NO. We will have a schedule to keep which will not allow for the project contractor to do any additional (home-owner billed) work. This means no side jobs will be allowed like installing new toilets or water heaters by the project contractor.

Q. Do you have an approximation of the monthly loan payment?

A. The payment will depend on the actual amount of money the HOA borrows. The first year is interest only as we draw money on the loan to pay for the work in progress. If we end up borrowing \$2.5 Million, monthly payment would be @\$26,000.

Q. The flyer said make sure your home is to code before a city inspector enters your unit. What does that mean?

A. Once an inspector enters a dwelling they can look at anything they want. You cannot limit them to the purpose of the permit. It's likely they will want to see smoke and carbon monoxide detectors. And they need to be mounted in the proper locations. During the pre-walk through of your individual unit, you can ask the contractor if your detectors are in correct locations. If detectors are not installed (or in correct locations), contractor may end up having to do the work to pass inspection. In such a case, the home owner will be called in to a hearing to discuss reimbursement for that part of the contractors work up to and including supply detectors. Additionally, if you are in the middle of any unpermitted projects interior to your unit on the days of inspection, the city may check their records and could cite you.

Q. We have remodeled our shower and installed tile. How is the new plumbing going to be installed?

A. No contractor wants to cut out tile in any project they are doing, whether a re-pipe or personal repair in your unit. The contractor will look for alternatives to get to the shower valve where PEX will be attached. For example, they may come at the shower from the wall behind the shower instead from interior to shower. If no alternative can be found, then the valve area will have to be made bigger to complete the work. In this case a new valve cover plate will be installed to cover the entire opening. During the pre-walk through of your individual unit, ask the contractor how they will address situations you have concern about so you will not be surprised when you return home.

Q. I'm thinking of remodeling a bath or kitchen, should I do it now?

A. It is up to you; however, we recommend you wait until re-pipe is completed before starting any remodel projects.

Q. What is the schedule for the pre-walk through?

A. Walk throughs will be during business hours, Mon-Fri. No weekend or evening work will be done. Walk through will take at least 15 minutes and the actual time will depend on how many questions you have. Please keep your questions to your specific unit. Any broad-spectrum questions should be brought to monthly board meeting.

Q. What is The Davis Company's role in the re-pipe project?

A. Grant Davis is the project manager. He does not represent any contractors. He is contracted to work for our HOA and look out for our best interest. Grant has prepared the re-pipe job scope, vetted and checked contractors selecting only the best to bid our project, and will protect us throughout the project by ensuring all work is done according to scope and plan.

Q. Will contractor be bonded

A. Absolutely, bonded and insured – specifically for multi-family communities. Grant has a thorough vetting process that all contractors went through before even being allowed to bid this job.

Q. Will the re-pipe affect the water heater?

A. No, your water heater should stay in place with new fittings attached.

Q. What are the details of the walk through with the contractor?

A. You should receive a packet in the mail about 2 weeks prior to your building being scheduled to start the re-pipe. In the packet you will be asked to call and schedule your tour by a certain date.

Q. When will this renovation start?

A. We do not have a specific date yet. The board still has to select the contractor and finalize loan docs. We are hoping to begin before summer gets here. It will take a full year to complete all units in our community.

Q. My unit is a rental, will I be compensated for loss of income?

A. If your unit is a rental, it is up to you to work with your tenants to ensure they are aware of project and prepared to cooperate when the time comes for your unit to be re-piped. It is between the owner and renter if renter should vacate premises during re-pipe. We do not require an empty unit and no compensation will be provided by the HOA to any owners or tenants. We would encourage you to be present with the tenant at time of pre-walk through with contractor. Please talk to renters now and let them know it's coming.

HOA Presidents Comment: HOA insurance is for building structures. It does not cover your carpet, furniture, flooring, etc. You need to carry your own home owner's insurance policy for the contents of your unit. Some policies include relocation expenses and you should check your policy to see details of coverage.

Other Comment: This project is very invasive. Strangers will be in your unit, cutting holes in your walls. There will be plastic everywhere. You do not have to move out, but for two weeks, your home will be uncomfortable. **PLEASE SECURE YOUR VALUABLES FOR BOTH SECURITY REASONS AND TO PREVENT ACCIDENTAL DAMAGES TO SUCH ITEMS.**

Q. What is being done to prevent rats from chewing through PEX lines?

A. It will take the cooperation of all residents to keep rats out of the buildings. i.e. no food in garages, keeping garage doors closed, keeping patio and decks clean (including pet feces), please do not pierce roof vents to install your satellite dish, etc... Total Property Management will be sending letters to unit where some of these activities are noticed. We are also working with Grant and our pest management company on best practices to try and get ahead of the problem. If you see rat droppings in your unit or garage, call Total Property Management and keep calling until matter is resolved. Owl stations may be a possible aid, but keep in mind an owl may not differentiate between a skunk (which they like) and your small chihuahua (which they normally do not hunt.)

Q. You mentioned old copper lines will be left in the buildings. Will they drain those lines of all water?

A. The copper pipes themselves will be left in walls (so we don't have to make as many holes to remove them), and the pipes will be drained and sealed at each cut incase any residual water remains in the old copper.

Q. What if they find termites or mold in the process of their work?

A. If active termite infestation is found, the pest management company will be notified and it may delay finishing the drywall by a day or two while area is addressed. Mold will be removed and remediated.

Q. What are the project costs, schedules, and potential cost per unit?

A. We have estimates only and will not have hard costs until contractor is selected and pricing finalized. The \$8K/unit used in townhall presentation was just an estimate to give you a ballpark figure if a special assessment were required. But to be clear, the HOA Board is not planning to do a special assessment but instead intends to take out a loan for the project. As to scheduling, we are less than 6 months away from starting. The rat concern has caused us to hit the brakes and must be addressed before we start.

Q. If we had a prior leak, do we have to go through asbestos testing again?

A. Yes, testing will be done for each unit throughout the project. But let's be clear, we are not doing any pre-testing. We know we are hot for asbestos. The only testing that will be done is post-testing to ensure the containment area is clean of all asbestos material.

Q. Will flooring be impacted?

A. We do not anticipate any reason for contractor to have to cut into flooring. If you have concerns, confirm with contractor at time of pre-walk through for your individual unit.

Q. What about garage access - will I still be able to park in my garage?

A. All garages will need to be available during working hours to the crews for laundry, water heaters and over-garage unit plumbing access. During the pre-walk contractor should identify areas in your garage where access will be needed. It may be as simple as not parking in your garage or you may need to move storage items. Further, you could be without ability to park in your garage overnight one day. Contractors will try to avoid this situation but cannot make any guarantees. You will need to use your assigned parking stall, street parking or register your car for guest parking for the one night if this occurs for your particular building.

Q. Can my unit be done by working through my neighbor's unit?

A. Some work may be done through the wall of a neighboring unit. However, every unit will go through a re-pipe and have holes in their walls.

Q. How will they access my unit when I am at work?

A. Lock boxes (similar to what realtors use) will be placed at each unit where you can leave a housekey. The code for the lock box will change each time box moves to next address. If you are home during work hours you can decline the lock box however, you will be financially liable if contractor shows up and no one is home to let them in.

Q. Is disclosure required if I decide to sell my unit?

A. If you are putting your home on the market prior to the work being done, then yes, you need to disclose that the HOA is going to re-pipe over the next year. You are not required to give them any other info, it's up to buyers to contact property management if

they want more information. If you put your home on the market after it has been re-piped you will want to include this information in the listing as it is an asset you will want to promote.

Q. Who is the PEX manufacture you will be using?

A. The board required the PEX be American made, the company that was chosen for this material is Uponor, who is a leader in the industry.

Q. Have you thought of the grounding system or electrical discharge?

A. City of MV is inspecting this project and all grounding requirements will be met.

Q. How many units will be worked on at the same time?

A. Eight units will be started each week. However multiple buildings will have activity at any given time due to what stage a particular unit will be in on any given day.

Q. Do we have a schedule for when units will be worked on?

A. Not yet, but we expect contractor, (once selected) should be able to provide some sort of year-long estimate.

Q. If I want to add a water line, i.e. to refrigerator can I add on that work?

A. No. No additional work can be added to this project (even if homeowner is willing to pay for it) as we have a schedule to keep and any change orders can affect the completion time of other units.

Q. I have a leak from my upstairs bathroom into kitchen below (townhouse unit). Will this be addressed?

A. We cannot say. If it turns out a water line is leaking then yes, it would coincidentally fix the issue. However, anytime you have a water leak it should be addressed immediately. Do not wait for this project to begin. The longer you wait, the greater the potential damage and cost of remediation increases. In this case, the leak could be from multiple sources, i.e. a water line, shower pan, soap holder in shower, or toilet. Best to determine which immediately. Please contact a plumber and address to mitigate damages and cost.

Q. Do I have to move out?

A. No. You will have limited places in your unit to be, and there will be plastic sheeting and workers present, but we are not requiring you to move out.

Q. What do I do about my pets?

A. Secure your pets in a room that is not being worked in and PLEASE put a sign on the door. We want anyone who must enter (like city inspector who decides they want to see smoke detector) to be aware so caution can be taken. Work with contractor during pre-walk through on best room to put your pets.

Q. Will I have holes in my walls at the end of the day?

A. Yes, for several days holes will remain until crew reach the stage of drywall repairs and painting.

Q. Are there any options for hotels?

A. No, if you choose to leave, you're on your own.

Q. Will cabinets be cut into?

A. Cabinets (like kitchens) generally do not have wood backs. If however you have upgraded your cabinets and they have wood backs, AND that is the only way the contractor can complete the reroute, then yes, they will cut the wood back of the cabinet and drywall will be used to patch the hole.

Q. Regarding HOA fee's do you anticipate increasing the 20% allowed per civil code and mentioned in townhall presentation?

A. At this time, the board has no plans to increase HOA dues related to this re-pipe project. The board is taking out the loan is a measure to prevent having to raise dues or charge a special assessment related to re-pipe.

Q. I have teenagers who are home during the day. Can they be in the home while work is being done?

A. No minors (a person under the age of 18) may be in the unit during the re-pipe process, unless a supervising adult is present. This is for the safety and protection of both your minor children and the crews.