



PROTOCOL FOR WATER LEAKS/FLOODING

EXTERIOR LEAKS

During regular working hours during the week, Jorge (Common Ground gardener) knows how to shut the water.

Also, during regular business hours you can also call Community Management Service at (650) 961-2630 or (408) 559-1977 to speak to a Customer Service Representative who will help to resolve your issue. If after hours and on weekends, select option 3 to leave a message for the On Call Manager. They will respond to voicemail and will try to solve the problem.

INTERIOR LEAKS

If there is a plumbing water leak inside the home consider shutting off the main valve, located outside, usually close to the bedroom patio door. **The resident/homeowner is responsible,** and he/she should call a plumber if assistance is needed.

ATRIUMS/ROOF

Atriums and gutters are not the responsibility of the Association. Gutters and roofs are cleaned once per year as a service only. It is the homeowner's responsibility to make sure their gutters and drain openings are free from leaves and debris, so that rainwater can run freely down the drains. Avoid modifications in the atrium that block drains.

For **roof leaks**, call Community Management Services at the numbers shown above.

If the problem is a potential flood in one of the house atriums, you should contact Community Management Services at the phone numbers shown above, or a plumber. You may also try to contact Common Ground for assistance and you will be billed for services if they are summoned to do the work. For Common Ground, please call Bill Jauch at (408) 592-9048 if you wish to engage their services for an emergency.