

VEHA WATER & PLUMBING INFORMATION and POLICIES

VEHA was developed as private property and its water, sewer, and fire hydrant infrastructures are NOT maintained by the City of Albuquerque. These are required to be maintained and paid for by the Association members 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.
- Any water line breaks in the streets should be reported to the VEHA Property Manager
Emergency Phone: 505.823.9190.
- VEHA maintains the water main and the sewer main. Sewer lateral lines and water service lines, including valves, are the responsibility of the homeowner as these are not a common/shared expense, but rather "exclusive use" to the home.
- Homeowners are responsible for knowing location of their two water 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 water for these types of emergencies.
- The Water Authority does not give notification if they turn off VEHA's water main due to water line breaks or testing of their system functions. For this reason, it is imperative for residents to keep a water supply on hand.
- Scheduled plumbing work, including annual fire hydrant inspection and maintenance, and emergency plumbing work the office will make every effort to post signs and contact members via email notifications. It is the responsibility of each homeowner to make sure the office has their current email address(s) and phone numbers.
- During any kind of water shut-off, it is not known how long water will be off.

PLUMBING

- Each home has two water shut-offs and it is the sole responsibility of the homeowner to ensure that both shut-offs are located and in working condition. If you do not know the location of either shut-off, it is your responsibility to locate them.
- The interior shut-off is located one of three places: in the garage, often in the area of the hot water heater, inside the cabinet of the main level bathroom, or inside around the inside washer/dryer/hot water heater.

- If plumbing repairs in your home require the water to be shut off, you are to use your interior shut-off. If your interior shut-off needs repair, you must use your exterior shut-off. If you do not know the location of your exterior shut-off, it is your responsibility to locate it. Water shut-offs are generally located behind the utility fence within a foot of the home; some are located under the drive pad.
- TLC Plumbing is the only authorized plumbing company contracted to work on any aspect of the water or sewer system - NO EXCEPTIONS. This policy was developed as TLC Plumbing has the knowledge of VEHA's water and sewer systems. Any damages to VEHA property or homeowner property during any plumbing work is the responsibility of the homeowner.
- TLC Plumbing and the Water Authority are the only entities 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 the water needs to be turned off and the charges from TLC Plumbing will be billed to the homeowner. There are NO circumstances 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 jetting & cutting maintenance within VEHA to keep the sewer main clear all the way to the WUA main line.
- Homeowners are responsible for their sewer lateral line beginning from the main into their home. Homeowners are responsible for the routine maintenance/cleaning of their sewer lateral line which must be cleaned from the home to the main.
- VEHA is not responsible for the maintenance or repair of a homeowner's sewer lateral. Industry standards recommend sewer laterals be professionally cleaned every few years to prevent root intrusions and to make sure the line is not cracked or offset which can cost thousands of dollars to repair.
- The VEHA assessment does not cover or include any amount for homeowner issues with their sewer or plumbing issues. These are "exclusive" homeowner responsibilities.