

Aix La Chapelle Condominium Association

Water Leak Discovery – Owner Responsibilities & Procedure

Water leaks require immediate action to prevent damage to units, common elements, and neighboring homes. Both owners and management have defined responsibilities in responding to water intrusion.

1. Immediate Owner Action Required

If you discover water intrusion in your unit (active leak, dripping, staining, or moisture):

- Notify Management immediately with:
 - The location of the water
 - Whether water appears active
 - Whether a building water shut-off may be required
- Contact a licensed plumber immediately to inspect and determine whether the leak originates within your unit.

Owners are responsible for investigating and repairing plumbing components that serve their unit, including hiring a licensed professional to locate the source of the leak.

2. Owner Responsibility to Investigate Within Their Unit

- If water is present in your unit, the owner must take reasonable steps to determine whether the source is within their unit, using a licensed plumber.
- This responsibility exists even if the water appears to be coming from above or an adjacent unit, until a professional determines otherwise.

3. Neighbor Contact & Coordination

- Owners are required to contact neighboring units (above, below, or adjacent) when water intrusion may be impacting or originating from another unit.
- Management will also coordinate outreach and access as appropriate, but owner-to-owner notification is a required first step to ensure timely access and mitigation.

Prompt neighbor contact helps prevent escalation of damage and delays in diagnosis and repair.

4. Water Shut-Offs

- If a plumber determines that a water shut-off is required, notify management immediately.
- In emergency situations, management may initiate a building or area water shut-off without advance notice to prevent further damage.

- Management will make reasonable efforts to notify affected owners, prioritizing those directly involved in the repair.

If you experience no water service without prior notice, management is actively addressing either:

- An emergency plumbing repair, or
- A scheduled shut-off within your building area.

5. Insurance Notification

- Owners are required to contact their insurance carrier immediately when water damage is discovered.
- Interior damage, finishes, and personal property are typically the responsibility of the owner and their insurer, subject to the governing documents.

6. Management's Role

Management will:

- Coordinate emergency response and water shut-offs
- Communicate with affected owners
- Oversee common-area impacts and vendor coordination as applicable

Management does **not**:

- Investigate plumbing sources inside individual units
- Assume responsibility for owner plumbing systems
- Delay emergency response while determining fault

7. Failure to Act

Delays in contacting a plumber, neighbors, management, or insurance may:

- Increase damage
- Result in owner liability for resulting repairs
- Limit insurance coverage due to failure to mitigate