



Murieta Homeowner's Association
P.O. Box 345, Newark, CA 94560
Phone: 510-683-8794, Fax: 510-683-8940

WATER LEAK - EMERGENCY PROCEDURES

1. LEAK OCCURS – TURN OFF WATER:

If there is a leak, immediately turn off the shut-off valve. There is one for each toilet, each sink and the washing machine. There may be one for your dishwasher. There is none for your hot water heater. If your shut-off valve fails, or if there is a water heater or major water leak, turn off the main water valve. The main shut-off valve for your stacked units is shared and located outside the patio of the first floor unit. It is a red lever.

2. CALL A PLUMBER:

You are welcome to use a plumber of your choice. For insurance purposes, it is strongly advised that you always use licensed and insured vendors. The Association's plumbers are familiar with Murieta HOA – our location, how to gain access to the property, how the plumbing works in the buildings, etc. Above All Plumbing 510-475-6040

3. NOTICE AFFECTED OWNERS:

If you have contact phone numbers, call the units that could possibly be affected by the water-shut off and / or leak. If you cannot reach them directly, leave notes on their doors with your contact information and an estimate for how long the water will be off. It is better to have any potential water damages addressed right away in neighboring units. Delayed water damages can exponentially increase repair costs and result in unsalvageable flooring, collapsed ceilings, mildew, mold, etc.

4. NOTICE MURIETA ON-SITE OFFICE:

Leave a message if the office is closed 510-683-8794. Office hours are 9:00 a.m. – 3:00 p.m. Monday – Wednesday & are 9:00 a.m. – 3:00 p.m. on Thursday and Friday. The office can assist you in contacting other owners, and needs to respond to any common area damages – sub floors, ceilings, walls, etc.

5. CONTACT YOUR INSURANCE COMPANY:

Owners causing or having damage in their unit need to notify their own insurance company. Though each unit owner is usually responsible for their own maintenance (paint, flooring, personal property, etc.) and the Association is responsible for the common area (walls, sub floors, ceilings, etc.), if the damage was caused from your unit, the cost of damages, remediation and repairs are your responsibility per our CC&Rs. Please note, per Murieta's CC&R's, damages from common area pipes to individual units are not covered by the Association.

6. WATER REMEDIATION:

If you are aware of any water damage to the common area or other units caused by the leak, you will want to be sure that a water remediation company is responding. Your Insurance Agent or Claim's Agent can advise you on what vendors to use. The Association uses Restoration Management Company (RMC), 1-800-400-5058.

7. RESOLVE COSTS OF DAMAGES – POINT OF ORIGIN:

Either directly or through insurance companies, owners need to work together to make all leak related repairs. The homeowner responsible for the repair costs is based on the leak's point of origin. If it originated from your unit, you are responsible for all repairs costs incurred. If losses are not covered by your insurance company and not resolved with your neighbors, they can seek remedy through small claims court or legal suit. The Association will notice and hold a Hearing and bill any common area repair costs to the responsible owner's assessment account. These Special Individual Assessments are subject to the Association's published collection policy.