

CAM Highrise Condominium Leak Response Protocol

Purpose: *To ensure rapid, coordinated, and documented response to water leaks, minimizing property damage and maintaining proper communication between staff, residents, and vendors.*

IMPORTANT: YOUR COMMUNITY MAY HAVE AN ADDITIONAL LEAK PROTOCOL PROCESS TO FOLLOW! CHECK YOUR POLICIES

1. Front Desk Procedure

When receiving a report of a leak (via call, text, email, or in-person):

★ **Immediate Notification**

- Send a group text to the Manager Group Text.
- Call the Manager directly to verbally inform them of the leak.
- Wait for additional instructions from the Manager before taking further action unless urgent damage prevention is required.

★ **Water Shut-Off**

- If safe to do so, turn off the water to the affected unit or the building, depending on the circumstances and property setup.
 - All Staff should be trained in shutting water off. Contact the Manager & Maintenance Supervisor for immediate guidance and training.

★ **Assist with Damage Prevention**

- If safe, assist Maintenance in shutting off the water to prevent further damage.

2. On-Call Maintenance Procedure

Upon receiving a leak report from the Manager or Front Desk:

★ **Arrival & Assessment**

- Respond to the property as soon as possible.
- Locate the source of the leak and stop it if possible (Ex: shut off water line to toilet, kitchen sink, or main supply).
- Report source and actions taken in the Manager Group Text.

★ **Inspection of Affected Areas**

- Walk all levels of the building to determine which units/floors are impacted.
- Take a few clear photos per impacted unit to document damages.
- Report findings to the Manager immediately.

★ **Documentation**

- When the Manager creates a work order, upload all photos to the work order system.

★ **Vendor Coordination**

- Wait on site until the 3rd-party water mitigation vendor arrives (dispatched by the Manager).
- Provide access to all affected units. If necessary, provide a key to the third-party vendor. (Ex: When resident/owner not present, vacant unit, emergency). *Follow Manager's instructions*
- Instruct the vendor to return keys at the "Front Desk After Hours Lock Box". Once the vendor is on site and working, Maintenance may leave unless additional assistance is requested by the Manager.

3. Manager Procedure

Upon receiving a leak report:

★ Initial Actions

- Call an Approved 3rd-party water mitigation vendor to come on site immediately.
Approved Vendors:
 - First On Site
 - ServePro
 - Extreme (*As approved by Manager on a case-by-case basis*)
- Send community-wide notification that a leak has occurred, noting how many floors/units are potentially impacted if known.

★ Owner Communication

- Call affected unit owners to:
 - Inform them of the leak, its probable cause, and the steps being taken.
 - Advise them to expect contact from the vendor for access/authorization.
 - Follow up with an email summarizing the conversation, next steps and expectations. CC all emails on unit profile
 - If the owner or property manager does not respond to a call, leave a voicemail. Follow up with an email summarizing the conversation, next steps and expectations. CC all emails on unit profile

★ Vendor Coordination

- Meet vendors on site or coordinate with Maintenance to ensure access to all affected units.
- Remain in communication until the leak is under control and mitigation work begins.
- Provide “Key Sign Out” Sheet.

★ Staff Communication

- Inform via email & text Front Desk of event, make them aware of vendor key sign out and where to locate in the drive.
- Inform them to provide manager contact information for owner or vendor questions.

★ Record-Keeping

- ★ Create a folder in the shared drive under “Leaks” using the correct naming format.
- ★ Save all:
 - Photos
 - Reports
 - Notifications
 - Work orders
 - Vendor invoices/communications
- ★ Send communication to the Board of Directors
- ★ Maintain thorough documentation for association records and potential litigation defense.

Key Notes for All Staff

1. **Safety first:** Do not enter unsafe areas or touch electrical fixtures near water.
2. **Clear documentation:** Photos and written notes are mandatory for all leaks.
3. **Chain of command:** Managers are the primary point of contact for decisions and vendor dispatch.
4. **Communication:** Always keep the Manager informed before taking independent actions that could affect other units.
5. **Timesheet:** Remember to Clock in & out when on site for emergencies and after hours.
6. **IMPORTANT: YOUR COMMUNITY MAY HAVE AN ADDITIONAL LEAK PROTOCOL PROCESS TO FOLLOW!**

Quick Reference

Role	Immediate Actions	Follow Up Actions
Front Desk	<ol style="list-style-type: none"> 1. Receive report (call, text, email, in-person). 2. Text Manager Group Text. 3. Call Manager directly. 4. Wait for instructions unless urgent damage prevention is needed. 	<ol style="list-style-type: none"> 5. If trained, shut off water to the affected unit/building. 6. If not trained, call the Maintenance Supervisor for guidance. 7. Assist in shutting off water if safe.
On-Call Maintenance	<ol style="list-style-type: none"> 1. Arrive on site ASAP. 2. Locate leak source & stop if possible (e.g., toilet, kitchen, main line). 3. Report source in Manager Group Text. 4. Inspect all floors/units for damage. 5. Take photos of each affected unit. 	<ol style="list-style-type: none"> 6. Upload photos to work order (if applicable). 7. Wait for vendors, provide access, assist per Manager's direction. 8. Leave once the vendor has access and work starts (unless told to stay). Instruct vendor or front desk lock box.
Manager	<ol style="list-style-type: none"> 1. Notify the community of leak & estimated impact. 2. Call the water mitigation vendor immediately. 3. Contact affected owners (call first, then email summary). 4. Advise owners on vendor contact/authorization needs. 5. Coordinate with Maintenance & vendor for access. 	<ol style="list-style-type: none"> 6. Create a "Leak" folder in a shared drive with proper format. 7. Store photos, reports, work orders, invoices, and communications. 8. Send communication to staff 9. Send communication to the BOD. 10. Remain main contact for vendors and owners.

Key Reminders for All Staff

- Safety first: Do not enter unsafe areas or touch electrical items near water.
- Always document: Take photos and keep written notes.
- Managers direct all decisions — follow chain of command.