

Non-Highrise Association 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.*

1. Resident / Initial Reporter Procedure

When a resident observes or experiences a leak:

- ★ **Immediate Contact:** Call the After-Hours Emergency Line at 850-544-2793
- ★ **Provide Details:** Share location, source (if known), and urgency.
- ★ **Safety Note:** Do not attempt electrical shutoff or entry into unsafe areas.

2. On-Call Emergency Procedure

Upon receiving a leak report from the resident:

Inform the Assigned Manager

- ★ Text the Assigned Manager for that property to inform them of the emergency with details. Report source and immediate actions taken to the Manager. This is necessary for the manager to document all details. Provide assistance for the immediate event.

Manager Procedure: *Upon receiving a leak report:*

Initial Actions

- ★ Contact an approved 3rd-party water mitigation vendor to come on site immediately.
- ★ Send a notification to the community if multiple units/areas may be affected.

Owner Communication

- ★ Call affected unit owners to:
 - Inform them of the leak and probable cause.
 - Advise them that the vendor may contact them for access or authorization.
- ★ Follow up with an email summary (include next steps, vendor info, and expectations).

Vendor Coordination

- ★ Coordinate access to property
- ★ Remain in communication until the leak is under control and mitigation begins.

Record-Keeping

- ★ Create a "Leak" folder in the shared drive using the proper naming format.
- ★ Save all photos, vendor reports, work orders, invoices, and communications.
- ★ Notify the Board of Directors as appropriate.

Key Notes for All Staff

- ★ **Safety First:** Do not enter unsafe areas or touch electrical fixtures near water.
- ★ **Clear Documentation:** Take photos and written notes for every leak.
- ★ **Chain of Command:** The Manager is the primary point of contact for decisions and vendor dispatch and follow through.
- ★ **Communication:** Always keep the Manager informed before making independent decisions.
- ★ **Timesheets:** Clock in/out for all emergency responses and after-hours work when applicable.