



EMERGENCY PROCEDURES

1. Determine the Cause of the Leak – Plumbing Leak

Damage caused to your home as a result of a leak from a neighbor above, is the neighbors' responsibility to stop the leak and repair the damages. Please contact your neighbor immediately by knocking on their door to advise them of the problem and/or leave a note to contact YOU and a plumber immediately.

2. When to Call for HELP

If you have attempted to contact your neighbors to no avail, contact your Victory representative for their assistance. The management company will attempt to contact the owner via telephone and will also send a letter putting them on notice of the leak. NOTE: Management Company CANNOT break into the unit.



3. When to Dial (911)

If the leak is substantial and waiting for the owner to return is not feasible you will need to contact the Fire Department by dialing (911). The Fire Department will determine if there is eminent danger to life or property and "if" they agree, they will break into the unit and turn off the water.

4. Now What?

If your neighbor continues being non-cooperative or non-responsive, please call Victory Management. The Association may have the leak and any associated damage repaired and bill the responsible party directly. If it is determined that the leak is from a common pipe – serving more than one unit, the leak will be handled by the managing agent on behalf of the Association.



Roof Leak

If you believe that the leak is coming from the exterior (roof, window opening, wall, etc.) please call Victory immediately, as the leak may be a common area issue and will need to be handled by the managing agent on behalf of the Association.