

# IMPORTANT LEAK RESPONSE, CO-OWNER RESPONSIBILITIES & ENFORCEMENT PROTOCOL

## Farmington Square Condominiums

As previously communicated, **accurate and current contact information for all residents, unit owners, and landlords is essential** to prevent property damage, service interruptions, and unnecessary costs to the Association.

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### Immediate Steps to Report a Water Leak

If you discover or are notified of a water leak, **the following actions must be taken immediately:**

#### 1. Contact Management

- Phone: **248-681-7883**
- Office Hours:
  - **9:00 AM – 12:00 PM**
  - **1:00 PM – 4:30 PM**
  - **After Hours Roof and Plumbing Leaks and structural safety issues that are severe and that cannot wait until next business day are to be sent to 248-225-7191**

#### 2. Submit Written Documentation

- Email: [info@highlandergroup.net](mailto:info@highlandergroup.net)
- Include:
  - Exact location of the leak (building, unit, floor, room)
  - Severity (active leak, standing water, ceiling damage, etc.)
  - Areas impacted (unit, adjacent units, common areas)

**Written documentation is required even if a phone call is made.**

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## Why Immediate Communication Is Required

The Association must be notified **as soon as a leak is suspected** so management can trace the source, determine the originating unit or floor, and coordinate access for inspection and repair.

If access to individual units cannot be obtained, the Association may be required to **shut off hallway water**, resulting in **multiple units without water** until repairs are completed. These disruptions increase costs and impact the entire community.

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## Co-Owner & Landlord Responsibilities

*(As outlined in the Farmington Square Responsibility Matrix and Governing Documents)*

Each co-owner is **solely responsible** for the maintenance, repair, and replacement of the following items **within or serving their unit**, including all costs associated with damage caused by failure to maintain:

### Plumbing & Water-Related Items

- Plumbing fixtures within the unit, including:
  - Toilets, sinks, tubs, showers
  - **Wax rings, seals, washers**
  - **Supply lines and shut-off valves**
- Drain lines and traps serving only the individual unit
- Individual **hot water heaters**
- Water damage originating from co-owner fixtures or lines

### Heating, Cooling & Mechanical

- Individual **furnace and related equipment**
- Individual **air conditioning equipment**
- **A/C condensate drain and supply lines**
- Associated mechanical components serving the unit

### Interior Unit Components

- Cabinets, countertops, trim
- Floor coverings (carpet, hardwood, tile, etc.)

- Wall coverings (paint, wallpaper, tile)
- Ceiling paint and coverings within the unit
- Concrete poured on the unit subfloor
- Interior walls, drywall, and finishes (including cracks)

### **Appliances & Equipment**

Including but not limited to:

- Garbage disposals
- Dishwashers
- Refrigerators
- Ranges, ovens, microwaves
- Vent fans
- Humidifiers, air cleaners
- Personal alarm systems
- Hard-wired smoke alarms serving the unit

### **Doors, Windows & Limited Common Elements**

- Unit interior doors and hardware
- Balconies and patios serving the unit
- Door walls (frames, tracks, screens, hardware) serving the unit

### **Electrical, Gas & Utilities**

- Electrical fixtures within and serving the unit
- Individual gas fixtures within the unit
- Telecommunications and cable services from the demarcation point into the unit

### **Landlord-Specific Requirements**

Owners who rent their units must also ensure:

- Units are **registered with the city**
- **Rental inspections and certifications** are current
- Tenants are instructed on **immediate leak reporting procedures**

- Management has **current owner and tenant contact information**

All rental units must have **current rental inspection documentation on file with management within 90 days** of this notice.

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### **Preventative Maintenance Requirement**

To prevent avoidable emergencies, owners and landlords must arrange **routine inspections by a licensed or certified plumber**, including:

- A/C condensate lines
- Plumbing fixtures and connections
- Wax rings and seals
- Caulking and waterproofing around plumbing fixtures

Failure to maintain these items has resulted in repeated emergencies impacting multiple units.

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### **Legal Enforcement & Attorney Involvement**

Failure to comply with the responsibilities outlined above, including:

- Failure to report leaks promptly
- Failure to provide access to a unit
- Failure to maintain co-owner-responsible components
- Failure to maintain accurate contact information

**may result in enforcement action** pursuant to the Association's Governing Documents.

The Association may:

- Engage legal counsel
- Obtain emergency access as permitted by law
- Recover all costs associated with leak investigation, repairs, restoration, administrative time, and **legal fees**

**All such costs may be charged back to the responsible co-owner.**

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## **Community Impact**

Unreported or delayed leak response can:

- Cause structural damage
- Lead to mold and insect infestations
- Increase insurance claims and shared expenses

**Contractors recently identified three active leaks in one building, all originating from co-owner maintenance items.**

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## **Working Together**

As discussed at the Annual Meeting, cooperation and communication are essential. When leaks go unreported or access is denied, **every unit owner is affected.**

Please review and comply with this protocol so issues can be resolved promptly, and escalation can be avoided.

Thank you for your cooperation.