

CASA BAHIA HOMEOWNERS ASSOCIATION POLICY AND PROCEDURES

Subject: Weekend Emergency Guidelines

Purpose: To provide criteria to assist board members and the management company in determining when to call contractors on the weekend to respond to building problems.

Background: Calling a contractor out on the weekend to fix a building problem is a very expensive action. Contractor rates are usually 1 1/2 times or twice as much as they are during the week. On the other hand, quick action getting a contractor out to the property when there is a real threat of property damage or personal harm can save thousands of dollars in building repair costs and avoid personal injury.

Procedure: This P&P provides guidelines to help determine when a situation is a real emergency that has to be acted on immediately by a contractor, and when it is prudent to wait until Monday to call a contractor for repair work. Because each emergency situation can have very different circumstances, the information provided herein are only guidelines and not hard and fast rules.

1. Garage Gate Malfunctions:

If the gate is open and not working: Not an emergency. While this represents an increased security risk due to the fact that anyone can walk into the garage, the building and residents still remains secure because the interior building doors are locked and cannot be accessed from the garage. Leave a message for the gate company to repair it on Monday.

If the gate is closed and not working: This is an emergency. Residents could have a medical emergency and not be able to get their car out of the garage. Call a board member to see if he/she can get the gate open. If not, call the gate contractor to open the gate as soon as possible. The actual repair of the gate can wait until Monday.

2. Water Leaks:

If a water leak is detected, and it is dripping into a common area;

It is not an emergency if the leak is small and a bucket can be placed under it to contain the water or if it is leaking into the garage where there are drains and no chance of property damage.

It is an emergency if the leak is large and is threatening to flood, or has flooded, a large area and/or is adjacent to a unit and, therefore, has the possibility of seeping into the unit. Call a board member who may be able to shut off the water supply and initiate the water

cleanup by using our Wetvac. Both a plumber and a water remediation company should be called if water is already in a unit, in the hall, lobby or other common area rooms so fans can immediately be set up to dry the floor and walls so that mold does not become an issue.

It is an emergency if the leak is from a sewer line. This is a health hazard and needs to be cleaned up immediately.

3. Loss of Building Electrical Power:

It is not an emergency if other buildings on the Esplanade have also lost power. This is a local power outage and will eventually be fixed by SCE.

It is an emergency if our building is the only building that has lost power. An electrical contractor will be needed to check/repair the building circuit breakers.

4. Fire Alarms Are Activated:

It is an emergency if the alarms go off. The Fire Department should be called immediately.

5. Elevator Malfunction:

It is an emergency if the elevator stops running and someone is trapped inside. Call the elevator company and the Fire Department.

It is not an emergency if the elevator stops running and nobody is inside. Leave a message for the elevator company so they can send a technician out on Monday.

6. Landscape Malfunction:

If a **broken sprinkler head** is reported and water is shooting into the air, it is **not an emergency**. A board member should be called to turn off the sprinkler system. The water shut off valve for the sprinkler system is located next to the sidewalk on the extreme north east side of the property. A message should be left for the landscaping company to repair the sprinkler system during the week.

7. Swarming Bees/Wasps:

If **swarming bees/wasps are reported** on the property and stay in the same location for an extended period, and there is a danger that residents will be stung, **it is an emergency**. A bee handler/collector should be called to remove the bees/hive as soon as possible.

If a **bee/wasp hive is reported on the property** but they are not swarming and there is little danger that a resident will be stung, **it is not an emergency**. A bee handler/collector should be called on Monday to remove the hive.