

South Park Homeowners Association

WATER SHUTOFF PROCEDURES

With the passing of time, we are witnessing more plumbing leaks throughout the property. We just finished replacing a section of pipe that services one of the courts. In the past several months we have dug up and repaired common area plumbing lines in several areas.

Underground leaks have surfaced on several lots and owners have needed to replace their shut-off valves or re-plumb their units. If you have the original galvanized piping, plumbing replacement is a matter of when, not if. These leaks are not unexpected.

The Association has a reserve set aside for water and sewer lines. Planning for the inevitable softens the blow when it does happen.

Who is responsible?

All plumbing inside the unit, including the shut-off valve, is the responsibility of the unit owner. The owner must hire a plumber to fix it.

All the pipes leading to the shut-off valve, but not including the valve, are in the Common Area and are the responsibility of the Association and it will a plumber to fix it. The irrigation system is separate from the domestic water supply and is the responsibility of the Association. Please contact CMS (408-559-1977) to report a leak that is in Common Area.

How our water system is constructed

The original builder of South Park placed each of the courts on South Drive on a separate main water valve. Each court can be shut off individually and only effect the units on that court.

However, all of the units on South Park Lane and the courts off South Park Lane are on a single main valve. Shutting the water off to any of the units on this valve means shutting the water off to **all of them** (about 200 individual units!). Problems with the unit's shut-off valve should be the only reason for an owner to have the main valve shut off.

Only the City of Santa Clara Water Department is authorized to shut off any of these main valves. A plumber is not allowed to shut them off or turn them back on.

What to do if the water needs to be shut off

An individual unit owner should only need to have the water shut off if the unit's shut-off valve needs repair or replacement. Some plumbers can do this without shutting off the water supply. Be sure to ask. When the water needs to be shut off, these are the steps to take:

South Park Homeowners Association

1. Contact Community Management Services (408) 559-1977 to notify the Manager of the problem and to find out which units may be affected.

2. Call a plumber and schedule the repair. The plumbing company should be fully equipped with the necessary materials and equipment to start and finish the job. Make sure the plumber knows that his first priority is to isolate the unit (i.e. repair/replace the shut-off valve) so water service can be restored to the other residents as soon as possible before proceeding with repairs inside your unit.

3. Provide notice to the affected homeowners advising them of the time of the shut off and the approximate time of repairs. This may require you to post notices on up to 200 units. (The Association will do this for problems in the Common area for which it has the responsibility.)

4. Call CMS and advise them of the same information and request that CMS contact the City of Santa Clara to approve the water shut off.

5. Call the City of Santa Clara (408) 615-2000 Water Department to coordinate water shut off with the schedule of your plumber.

6. Call the city to turn the water back on and notify CMS when the repairs re completed.

If an emergency occurs, the water may need to be shut off. There will be times when the Association or owners may not be able to give adequate notice. For these times we regret the inconvenience suffered by South Park residents, but it may be unavoidable.

If the City of Santa Clara becomes aware of a leak, they sometimes will shut the water off without notice if significant quantities of water are being lost.