

Water Leak Procedures

Steps for when a Homeowner reports water leaking into their unit from an exterior wall or the ceiling.

1. Contact Elite Management. If after hours/holiday, call our emergency line to speak to someone directly.
2. Elite Management contacts a contractor to determine the source of the water intrusion and attempt to stop the leak if possible (ex: turning the water off).
3. If the source of the water leak is a:
 - a. HOA maintained item [please reference the covenants for all HOA maintained elements], the HOA's contractor will repair the leak.
 - i. The homeowner is responsible for repairing any interior damage (such as painting or replacing sheetrock, replacing or drying carpet, etc.)
 - b. Homeowner maintained item [please reference the covenants for all HOA maintained elements], each homeowner affected is responsible for repairing any damage done to their own unit.
4. If the amount of total damage (to all affected units) is:
 - a. LESS THAN the Association's master insurance deductible (currently \$2,500), homeowners must file a claim on their insurance or pay out of pocket.
 - i. Your insurance company may opt to go after the responsible party's insurance company for reimbursement. That is settled between homeowners.
 - b. MORE THAN the Association's master insurance deductible (currently \$10,000 as of July 1, 2024), the HOA can choose to file a claim on the master insurance. The homeowner(s) are responsible for paying the deductible and any amount not covered by insurance (such as depreciation, hotel costs, etc.)