

## **SDV ASSOCIATION PROCEDURE & GUIDELINES FOR EMERGENCY SITUATIONS & MAINTENANCE ISSUES (within units and/or on common areas)**

While most of you are aware of what to do in case of general emergencies on common areas or within your unit, and what is the unit owner's responsibility or the Association's, we want to make sure that the below criteria and guidance are sent to all of you, considering that many of you may not have dealt with any emergency as of yet. Please print this document and keep handy in your unit. Thank you.

### **\*\*\*ASSOCIATION'S RESPONSIBILITY\*\*\***

1)SEWER OR KITCHEN LINES BACK UP (i.e. toilet and/or bathtub or kitchen sink backing up and overflowing). Stop flushing and/or using faucet - shut off water in your unit from your main valve. E-mail the property manager at [ivonne@phoenixfla.com](mailto:ivonne@phoenixfla.com) with your full address, best tel# to contact you, and detailed description of the issue. Weekends/Holidays/After hours only: E-mail the property manager and if you do not get a reply within one hour, also call the Phoenix Management emergency number at 954-640-7070 - press 1 for emergency - speak with a live operator and provide all above info. The Association will dispatch a plumber as soon as possible. Please do not contact Board members via their private phones or attempt to go to their unit.

2)ROOF LEAKS (second floor units only): E-mail the property manager at [ivonne@phoenixfla.com](mailto:ivonne@phoenixfla.com) with your full address, best tel# to contact you and detailed description of the issue (pictures preferred). Roofer will not come the same day or over the weekend, but inspection will be scheduled quickly and possibly next business day, depending on the type of leak. A roof leak does not cause a flood or an emergency, but it must be reported as soon as you see a stain in the ceiling.

### **\*\*\*UNIT OWNER'S RESPONSIBILITY\*\*\***

1)DRYER VENTS AND/OR ELECTRICAL ISSUES/LEAKS IN BETWEEN UNITS/APPLIANCES AND/OR THEIR EQUIPMENT FAILURES (within or outside unit) These are all unit owner responsibilities, therefore call a vendor in emergency or not, depending on the situation, to diagnose the situation and have repairs done. If a leak is from unit above, e-mail property manager with the details and she will share your neighbor's contact info, so you can get in touch with them. Please note the Association cannot recommend vendors. If a plumbing element servicing your unit only (even if within walls or in attic) or a unit water shut off valve or an appliance and its components (i.e. water heater or A/C) must be changed OUT in emergency, requiring the building's water to be shut off, and it cannot wait until next business day, e-mail property manager with the time that water will be off, so we can NOTIFY the rest of the building residents at once.

**\*\*\*GENERAL RESPONSIBILITY\*\*\***

1)FLOOD/FIRE/CRIME AND/OR VANDALISM INCIDENT/ TRESPASSERS AT POOL AND/OR OTHER FACILITY AFTER HOURS = A WITNESS OR VICTIM CALLS 911 FIRST and deal with the issue, afterwards or when possible, report incident to property manager via e-mail.

2)PHYSICAL OR VERBAL DISPUTE BETWEEN RESIDENTS / NOISE & NUISANCES FROM UNITS OR COMMON AREAS BETWEEN 11PM & 6AM/ DOG INCIDENTS = RESIDENT may call the local authority and/or animal control if deemed necessary, afterwards when possible, report incident to property manager via e-mail.

3)TO REPORT IRRIGATION SYSTEM FAILURES OR OTHER ISSUES ON COMMON AREAS = Just send an e-mail to the property manager as soon as you see any issue and be as specific as possible regarding the location and details of such issue (pictures preferred) The Association will dispatch a vendor as soon as possible depending on the issue. Do NOT call the Phoenix emergency number.

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