

PCC 122

DATE: 20 October 2015 TO: PCC 122 RESIDENTS FROM: The Board of Directors SUBJECT: Water Supply & Leaks Emergencies & Non-Emergencies Procedures & Contact Information Rights of Entry – By-Law XIII	<i>NEWS RELEASE</i> #3-2015
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CORPORATE OBJECTIVES:

- To ensure reliable water service to all townhouses of 7080 Copenhagen Road at all times.
- To ensure that any scheduled interruptions in water service are communicated in advance to affected residents in a timely manner.
- To quickly and effectively mitigate any damage that may be caused by unforeseen emergency situations.

CITY WATERMAIN SUPPLY UNITS at 7080 Copenhagen:

- A watermain is an underground pipe that provides clean water to consumers. In our complex, from the city's water supply line, pipes travel to each of our ten (10) City Watermain Supply Units, where water meters for each block are located. From each City Watermain Supply Unit, pipes travel to each townhouse (household watermain tap unit) in that block providing one main pipe connection per townhouse. This pipe then connects to all the smaller plumbing pipes that distribute water throughout each individual household.
- The City Watermain Supply Unit numbers and the block of townhouse unit numbers they supply with water are provided in the following chart:

Item #	The City Watermain Supply Unit Numbers	The Blocks Supplied <i>(The Household Watermain Tap Units)</i>
1.	1	1 – 9
2.	10	10 - 15
3.	27	16 - 27
4.	39	28 - 39
5.	45	40 - 51
6.	60	52 - 60
7.	63	61 - 65
8.	69	66 - 72
9.	75	73 - 78
10.	90	79 - 91

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- The above chart is for information purposes only and does not entitle block residents to approach their City Watermain Supply Unit resident directly for service relating to water supply unless there are serious extenuating circumstances (see EXTENUATING CIRCUMSTANCES below).
- All inquiries/requests for service relating to water supply must be submitted to the Management Office.
- Only Corporate Representatives are authorized to perform shut off and turn on services in the City Watermain Supply Units unless there are serious extenuating circumstances.
- The primary reason to shut off the water supply from the City Watermain Supply Unit is when there is a leak in a household watermain tap that manages water from the City Watermain Supply Unit, which is located in the basement of each townhouse.
- To shut off the water supply throughout an entire individual townhouse, close the household watermain tap to shut off the cold water and close the valve on the hot water tank to shut off the hot water. Then open the sink/bathtub taps on all floors, especially the laundry tub taps in the basement, to drain water from all the pipes before starting work. Be sure to close all the sink/bathtub/laundry taps before turning on the cold water supply tap and hot water supply valve, after work is completed.

EMERGENCY AND NON-EMERGENCY SITUATIONS for Household Watermain Tap Water Leak:

An **emergency** is when a household watermain tap found leaking overnight is so excessive that the water cannot be captured in a container and managed until Management Office business hours 9:00AM – 12:00PM weekdays , or until 6:00AM on weekends and holidays, to raise the alarm.

From past experience, when a household watermain tap leaks from old age and/or lack of regular use, it is generally a slow leak and the water can be captured in a container and managed as a **non-emergency**. Please be considerate and make sure that the water leak is indeed an emergency before raising the alarm in an overnight situation.

An emergency declared overnight requires waking up a Corporate Representative's household, a City Watermain Supply Unit's household and engaging a 24/7 plumber service to rectify the situation. It is also possible that if no one is home at the Watermain Supply Unit and they have not provided access to their unit as required, the police, a locksmith and/or the fire department may also be summoned to provide access to the unit.

A resident must use their own discretion and good judgment to determine whether the household watermain tap leak is an emergency or a non-emergency in order to mitigate potential water damage.

If you suspect that your household watermain tap needs an inspection to assess its integrity, please contact the Management Office.

The following emergency procedures are for City/Household watermain tap leaks only. For all other plumbing emergencies, contact your plumber of choice or Mr. Rooter Plumbing.

EMERGENCY PROCEDURES for a City Watermain Supply Unit Equipment Shut off:

- Should an **emergency household watermain tap leak** arise, please select from the following options:
 - a. Weekday Management Office Business Hours, 9:00AM to 12:00PM:
 - contact the Management Office and report the emergency: **905-812-2903**

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- b. Weekday Management Office Non-Business Hours, Overnight, Weekends and Holidays:
 - First point of contact: **Greg Jonas, 905-567-5276, Unit 3**
 - Second point of contact: **Paul Ulrick, 905-858-8651, Unit 80**
 - If neither of the above can be contacted, proceed with **Extenuating Circumstances**

EXTENUATING CIRCUMSTANCES for EMERGENCY City Watermain Supply Unit Equipment Shut off:

- knock on the door of the City Watermain Supply Unit for your block (see chart provided) and ask that they shut off the City Watermain tap/valve
- once the City Watermain Supply has been shut off, contact Mr. Rooter Plumbing: **905-278-4200**, who will invoice the Management Office directly for **watermain tap/pipe repair** services rendered

EMERGENCY PROCEDURES for Other Corporate Plumbing Responsibilities (sewer backup, etc.):

- a. Weekday Management Office Business Hours, 9:00AM to 12:00PM:
 - contact the Management Office and report the emergency: **905-812-2903**
- b. Weekday Management Office Non-Business Hours, Overnight, Weekends and Holidays:
 - contact Mr. Rooter Plumbing: **905-278-4200**
 - resident will pay for services rendered. Once the service is deemed to be the Corporation's responsibility, the resident will be reimbursed upon submission of the invoice to the Management Office

CORPORATE'S Plumbing Responsibilities Include:

- the major watermain pipes and taps located in the basement of the ten (10) City Watermain Supply Units
- the incoming household watermain pipe and tap located in the basement of each individual townhouse
 - these pipes and taps **must not** be covered over by drywall, furniture, cabinets etc., and must be accessible at all times
- the sewer drain pipe located on the floor in the basement of each individual townhouse
 - this drain **must not** be covered over by flooring, furniture, appliances etc., and must be accessible at all times
 - in a sewer drain pipe back-up situation, the Corporation will repair the drain to proper working order and will replace any area of the concrete floor damaged by the repair. The Corporation is not responsible for replacing any floor covering or other household items affected by the drain back-up
- interior water pipes in the townhouse and garage
- outside taps that require service from normal wear and tear - does not include cost and repair of burst pipes

RESIDENT'S Plumbing Responsibilities Include:

- cost and repair of all leaks and faults with inside taps, sinks, drains (excluding basement floor sewer drain); toilets and all their mechanisms – flaps, floats, chains, wax rings, inlet valves; old and deteriorated water supply hoses for appliances, laundry and toilets and seized shut off valves on toilets, etc.
- cost and repair of flood damage due to neglect of the resident to replace hoses and valves and from overflow of dishwasher, laundry tubs, bathtub, washing machine, toilet, sinks, etc.
- cost and repair of burst pipes and resulting water damage due to the resident neglecting to open and drain all outside taps before the winter freeze
- cost of installing water shut off valves for each tap/faucet/toilet/appliance etc., at the hose/pipe connection point (it is recommended that this be done)

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- resident is to contact a plumber of choice or Mr. Rooter Plumbing. All costs are paid by the resident
- the Corporation accepts no responsibility for activities arranged between the resident and the service provider
- please report all water related incidents to the Management Office as a report is required to be kept on file

Service Master 1-866-272-3347 - www.servicemasterrestor.ca performs 24/7 water damage/disaster cleanup services.

CITY WATERMAIN SUPPLY UNIT RESIDENT Responsibilities:

- In a water leak emergency, a Corporate Representative requires immediate access to the City Watermain Supply Unit to shut off the water supply to mitigate water damage. It is imperative that a Corporate Representative be able to contact a City Watermain Supply Unit resident at any given time to gain access to the watermain shut off.
- In order to facilitate quick access, it is recommended that the City Watermain Supply Unit resident inform the Site Manager two (2) business days in advance of leaving their unit unattended for any period of time (away on vacation, for example) and comply with the arrangements requested by letter from the Management Office so that a Corporate Representative has the means to enter the unit without delay in an emergency during the time the unit is unattended and at any other given time the resident is not readily available to respond to an emergency situation.
- When a City Watermain Supply Unit's resident cannot be contacted to allow immediate access to the watermain equipment during a water emergency and the Management Office has been given no means to enter the unit, all the costs associated with gaining access to such unit will be charged to the resident – e.g. police, locksmith and/or the fire department. See By-Law XIII – Rights of Entry, provided below.

ROUTINE PROCEDURES for City Watermain Supply Unit Equipment Shut off:

- For routine plumbing repairs in a block of townhouses that require a City Watermain Supply Unit shut off, a Corporate Representative will make every effort to provide written notice to the City Watermain Supply Unit resident four (4) business days in advance to arrange access, and to all residents within the affected block two (2) business days in advance, of the date and time of the water shut off, and the approximate time it will be turned on.
- Should the City Watermain Supply Unit resident wish to perform repairs or renovations in their own unit that require the City Watermain equipment to be shut off, the resident will provide a written request to the Site Manager at least four (4) business days in advance of the date for the water to be shut off. The request must include the nature of the proposed work, the date and time of the proposed shut off and the anticipated time the water will be turned on.
- Once the City Watermain Supply Unit resident's request for shut off is approved, a Corporate Representative will contact the resident to arrange access to shut off and turn on the City Watermain and make every effort to provide written notice to all the residents within the affected block two (2) business days in advance of the date and time of the water shut off, and the approximate time it will be turned on.

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**Excerpt from the Peel Condominium Corporation No. 122
Declaration, By-Laws, Rules and Regulations Manual
*August 15, 1976***

BY-LAW XIII

GENERAL MATTERS AND ADMINISTRATION

1. Rights of Entry

- a. The Corporation, or any insurer of the property or any part thereof, their respective agents, or any other person authorized by the Board, shall be entitled to enter any unit or any part of the common elements over which any owner has the exclusive use, at all reasonable times and upon giving reasonable notice for the purposes of making inspections, adjusting losses, making repairs, correcting any condition which violates the provisions of any insurance policy or policies, remedying any condition which might result in damage to the property, or carrying out any duty imposed upon the Corporation.
- b. In case of an emergency, an agent of the Corporation may enter a unit at any time and without notice, for the purpose of repairing the unit, common elements or part of the common elements over which any owner has the exclusive use, or for the purpose of correcting any condition which might result in damage or loss to the property. The Corporation or anyone authorized by it may determine whether an emergency exists.
- c. If an owner shall not be personally present to grant entry to his unit, the Corporation, or its agents, may enter upon such unit without rendering it, or them, liable to any claim or cause of action for damages by reason thereof, provided that they exercise reasonable care.
- d. The rights and authority hereby reserved to the Corporation, its agents or any insurer or its agents, do not impose any responsibility or liability whatever for the care or supervision of any unit except as specifically provided in this declaration or the by-laws.

2. The Condominium Act, Right of Entry states:

- On giving reasonable notice, the corporation or a person authorized by the corporation may enter a unit or a part of the common elements of which an owner has exclusive use at any reasonable time to perform the objects and duties of the corporation or to exercise the powers of the corporation. 1998, c. 19, s. 19.