



## PREVENTATIVE MAINTENANCE INSIDE UNITS

While the Retreat HOA has a preventative maintenance plan in place to take care of common & semi-common areas in the community, each unit owner has a responsibility to have a similar program in place for the unit that they own. An effective preventative maintenance program will increase the level of safety of residents, lower the risk of expensive repairs and protect the property value of the unit owner and the entire community. This preventative maintenance guide for owners, although not all inclusive, should assist unit owners in implementing an effective maintenance plan for their units.

### **A preventative maintenance program (for all homeowners) typically includes the following:**

- Regularly check for any water leaks inside the unit and arrange for repairs with a reputable plumber as soon as possible. Also check water bills for an unusual increase in water consumption and/or fees, especially because water leaks may occur in a water line from the water meter to the unit. An owner is responsible for repairs to water leaks in the water line running from the water meter for the unit to the unit. It is therefore important that an owner also identify the location of the water meter for his/her unit;
- Regularly check ceilings and/or walls for water stains. Report the water stains or leaks near windows (all owners) and on the ceilings (if third floor unit owners) to the Property Management Company (First Service Residential);
- Regularly check the drainage line located in the laundry room behind the water lines for the washing machine for any blockages as it has become one of the biggest causes of water damage inside and between units. It is advisable to clean the drainage line at least once or twice a month by pouring a solution of warm water and vinegar/baking soda down the drainage pipe. It will assist in loosening any build-up in the drainage pipe and clearing any blockages;
- Place an electric water heater drain pan and a washing machine drain pan in the laundry room (especially important on second and third floor units);
- Ensure that the A/C in the unit is serviced at least once or twice a year and replace a/c filters in the air handlers on a regular basis;
- Clean dryer filter after each use and have the dryer vent cleaned at least annually;
- Replace batteries of smoke detectors when it starts beeping or as often as may be required;
- Replace old caulk in the bathrooms as often as may be necessary; and

- Identify and keep contact details of vendors such as a plumber, electrician and a/c technician that you may be able to contact quickly in the case of an emergency.

In addition to the above owners should be aware of the location of the shut-off valve for the water supply to the unit – it is a red handle located above the electric water heater in the laundry room of the unit

**A preventative maintenance program (for all second homeowners or those who will be absent for extended periods of time)**

- Arrange with a family member, friend or neighbor to check your unit regularly while you are gone;
- Ensure that a duplicate key for the unit is given to the Property Management company (First Service Residential) as required in terms of the Retreat Master Deed. Access to the unit will only take place with the consent of the unit owner(s) and/or in the event of an emergency;
- Turn off the main water valve to the unit – identified as a red handle located above the water heater in the laundry room;
- Have someone ensure that drain traps do not dry out periodically to prevent sewage smells;
- Keep the a/c in the unit on and set the thermostat at a minimum of 55 degrees in winter when temperatures are below 32 degrees or at 80 degrees in summer;
- Keep fans in the unit on to allow a constant airflow throughout the unit.

The last two points will assist in the prevention of moisture buildup or mildew on the closet walls or room ceilings that generally indicate a high level of humidity.

**Protocol for dealing with problems in the unit**

The Retreat HOA and the property management company (First Service Residential) are not responsible to identify the cause of problems within a unit unless specifically indicated below. It is therefore a homeowner's responsibility to do so before involving the Retreat HOA and/or the Property Management Company (First Service Residential). If it is later determined to be an issue for which the Retreat HOA is responsible the homeowner will be reimbursed for repair expenses.

In view of the above, the following steps should be followed: -

- Document the problem with pictures & video for active leaks, including a detailed description of when it was noticed, the location and visible damages;
- Contact neighbors in the units above and below in the event of water damage to determine if they also have any damage and/or know the cause of the damage (overflowed washing machine, dishwasher, busted hot water heater, frozen HVAC unit or toilet). Contact the Property Management Company (First Service Residential) if you have water leaks/stains on the ceilings (if you are a 3<sup>rd</sup> floor unit owner upon which the Property Management Company (First Service Residential) will make arrangements to have the roof checked for leaks, including repairs;

- Contact the appropriate service professional to evaluate the problem and determine the cause of the damage. Make sure to document the work performed (with pictures, a professional report and receipts) to determine the problem and recommended solutions.
- Where applicable, contact your insurance company to report damages and start a claim;
- If you believe that the Retreat HOA is responsible for repairs please consult the Retreat Master Deed and submit all documentation to the Property Management C (First Service Residential) for evaluation and recommendations on how to proceed.
- Make the necessary repairs to the unit in a timely manner. If there is any water damage, make sure that the area is completely dried out and mildew free before repairs are completed.