

Queens Bay Owner/Tenant Main Water Shut off Rules

Each of these protocols are recommended due to real incidents that have occurred at Queens Bay. By following them, owners and tenants can help prevent water damage to their own units and their neighbors'.

Our team has responded to multiple water-related events over the years:

- **Washing machines** left running while no one was home have malfunctioned, flooding two condos.
- **Appliances** such as dishwashers, refrigerators, water heaters, have developed leaks, damaging not only the unit itself but also the units below.
- **Water Valves** that were not completely closed continued to allow water to flow, causing slow but serious leaks.

👉 Please remember: Any water damage caused by leaks inside your unit is the homeowner's responsibility.

The HOA Directors, past, present and future, strongly recommend the following protocols:

Day to day Protocol

Running your Dishwasher

- ✓ Remain in your condo while the dishwasher is running in case of leaks

Running your Washing Machine

- ✓ Remain in your condo while the washing machine is running in case of a leak or malfunctioning machine.

Leaving your condo overnight

- ✓ Shut off your main water valve
- ✓ Turn on the bathroom sink facet and ensue the water stops flowing – this confirms the shut-off valve is working properly.
- ✓ Once confirmed close the facet.
- ✓ If the water does not stop flowing, call a plumber to service your shut-off valve.

Protocol for Overnight or Extended Absence

- Turn off your **main incoming water valve**.
- After shutting off the valve, open the bathroom sink faucet to drain water from the pipes and confirm the shut off is complete.

Water Heater

- ✓ Turn off the power to your water heater, this is especially important to do with the water off AND if you perform the next checklist item.
- ✓ Drain your water heater tank.
 - Water heater tanks can hold 30, 40 or 50 gallons of water. Tanks leak. This means there is potential for an owner's tank to drain 50 gallons of water into the owner's condo and their neighbor.
 - If you replace your water heater, we recommend placing the new heater in a tray and direct the outlet towards the floor drain.
 - Some owners have had great success with tankless water heater.