



MAINTENANCE SELF-HELP SOLUTION

WATER LEAKAGE

Your responsibility regarding water leakage is to promptly report the leak and make every possible effort to minimize damage. If you have done that, you are not responsible for repairs. There are lots of sources of water leakage. Here are the most common:

AIR CONDITIONING CONDENSATION

If the condensation line is leaking, there could be a stoppage in the pipe or inside the air conditioner. No matter how hot you might get, you must turn-off the air conditioner until this is fixed. Failure to do so is the equivalent of vandalism because you are willfully allowing water damage to continue. Turn it off and call MMI's emergency line. Meanwhile, you must make a reasonable effort to mop-up water from the floor.

WATER HEATER LEAK

Once they leak, they must be replaced. This is done during normal business hours. Most water heaters have cut-off valve on both the hot and cold pipes on top of the unit. Turn them both off. If you can, hook a hose to the bottom of the water heater at the drain valve and direct the water to a suitable drain. There can be 30 to 50 gallons of water that will seep out even if the water supply is turned-off. If all else fails, you must turn the main water supply to the house off. You can live without water for 24 hours. Call MMI's emergency line. Meanwhile, you must make a reasonable effort to mop-up water from the floor.

LEAKS FROM SINKS, GARBAGE DISPOSALS, TUBS and SHOWERS

These kinds of leaks come in three forms: Faucet leaks in which the water drips or flows into the fixture drain; leaks in the supply lines which remain under pressure; leaks in the waste lines.

Waste line leaks stop when no more water enters the waste line. Stop using this fixture until it is repaired and call MMI's NON-Emergency line.

Supply leaks can sometimes be turned-off by the supply valve. For example, turn-off the supply valve under the sink and see if that stops the leak. If the supply leak is after the valve, this will solve the problem and isolate the leak to that one fixture. Call MMI's Non-emergency line. If the supply leak is before the valve, this will not work. Turn-off the water to the entire house and call MMI's emergency line.

If you can stop the water using a fixture shut-off, this is not an emergency. If you cannot stop water leakage and it is leaking to the floor, treat this as an emergency.

ROOF LEAKS

Roof leaks occur only when it rains and roofing contractors cannot work in the rain. Attempt to catch as much water as you can, mop any remaining water. Call the MMI non-emergency line to report the leak.

TOILET LEAKS

Toilets can leak at the supply, around the tank or at the bowl as well as under the toilet. Toilet stoppages are not leaks and are your responsibility regardless of the cause.

If the supply or tank are leaking, turn-off the toilet supply valve. Flush the toilet. If this stops the leak, call MMI's non-emergency line. If this is your only toilet, you may treat it as an emergency.

If the toilet is leaking under the bowl or through the ceiling below, again, turn-off the supply and flush the toilet. A few more ounces of water may leak afterward, but it will slow and stop. Call the MMI non-emergency line unless there has been significant damage or if this is your only toilet. In those cases, call the emergency line.

LEAKS FROM OTHER APARTMENTS

The first thing to do is to go upstairs and notify the neighbor from where the water is originating. Be firm. Water only flows down, so water coming through your kitchen ceiling is probably coming from their kitchen. Water leaking over your master bath toilet is coming from their master bath toilet. The law makes them responsible for the repair and the repair of any damage caused to your unit. If they will not respond and the leak is serious, call the fire department—they will turn-off the building. Call MMI's emergency line. Meanwhile, try to mop-up as much water as possible to prevent damage.

BASEMENT LEAKS

Basement leaks coming through the walls or up from the floor require major repairs and those repairs cannot be made during the rain or snow-melt event. Report the leakage to MMI's non-emergency line. Meanwhile, you must make a reasonable effort to mop-up water from the floor. It is not unlikely that a basement repair could take weeks and you may be inconvenienced again.

Remember, you have an obligation, under the law to mitigate damage. This means, even if you are not responsible for the leak, you are responsible for damage to the property that could have been prevented with some effort on your part to clean-up the water.