

After-hours Emergencies, Maintenance, Water Leaks, Toilet Gaskets



OakBridge Board

Tue 9/4/2018 7:17 PM

To: OakBridge Board (oakbridgenh@hotmail.com) ↗

↩ Reply | ▾

To All Owners,

The board would like to clarify the after-hours emergency call process and property maintenance as we have many new residents living in our community and there is some confusion. Please read carefully. OWNERS – please send this email to your tenants.

After-hours Emergencies - We pay a company to handle all after hours emergency calls. This number is posted on the website and community bulletin boards. Please call this number for emergencies ONLY. A non-working club house fob, questions regarding your ledger or condo payments, doors not closing properly, or any other issue that does not require immediate attention does not warrant an emergency call. Always call 911 for any health or fire issues!

Once the after-hours emergency company is called, they immediately notify a board member and send an “incident” email to both the board and property management company Bishop REM. It is a board member or property manager who investigates the issue and makes the appropriate corrective action decision, not the after-hours emergency phone service.

The after-hours answering service will not call you back with an answer nor will they call any vendor to correct the issue. If it is not a true emergency, you will be contacted the next business day during business hours.

Maintenance - We have a part-time maintenance person who works on weekends and has a very specific set of tasks to complete for the Association. He is not here to do maintenance in your unit nor can you ask him to do maintenance while he is on Association time. He is given tasks to do by the board and property manager only. Residents can contact the property manager for any common area maintenance concerns.

Issues within the confines of a unit are the unit owner’s responsibility. The board has no jurisdiction within the confines of a unit, called a “studs in” policy. Any issue inside the unit framing studs (wallboard) belongs to the unit owner to resolve, not the Association.

A condo association unit is not treated like apartment rental complex where the property management company deals with all repair issues. The board and property manager can advise owners but cannot fix repair issues within a unit unless said issue is causing damage to property outside the unit or where Bylaws or Rules are not being followed.

Water Leaks - Any water leaks deemed coming from Association pipes will be repaired by the Association. Water leaks deemed to be coming from within a unit is the unit owner’s responsibility; including but not limited to leaking toilets and toilet gaskets, tub drains, sink drains, etc. The unit where the leak is emanating is financially responsible for the repair costs to fix the leak and any damage to other units and/or common areas. The board or manager is responsible to make sure all leaks are taken care of by the offending unit owner as water leaks not only damage units but damage the common area elements between the two units. If a unit owner refuses to take care of any water leaking from their unit, the board will contact the association vendor(s), have the leak repaired and charge the offending unit owner’s ledger all repair costs per Bylaws [Article 5 Operation of the Property, section 1.4 Maintenance and Repair, (b) By the Owner on page 14].

Toilet Gasket Reminder - Please remember when replacing your toilet or fixing a leak, all toilets at Oak Bridge are back-flush toilets and REQUIRE neoprene sealing gaskets NOT wax. (See rule #38 in the Rules and Regs) Wax gaskets will not properly seal a back-flush toilet from leaking.
