

# Fleetwood Plaza Emergency Plan

## Fleetwood's Emergency Plan has changed...

- **To a safer more effective and comprehensive approach (thanks to a water alert system now available through the city)**
- **To a simpler and easier system for Fleetwood residents**
- **Prompting a review and revision of policy and practices regarding building captains, winterization, and the departure notification process.**

Historically, the current policy in place stems from a 1990s freeze and power failure that resulted in massive water damage at Fleetwood. This included repair costs in the hundreds of thousands of dollars. This catastrophic event led to the practice of having building captains for every residence building and for the requirement to fill out a somewhat cumbersome Departure/Vacant Unit Form. Over the past 30 years, Fleetwood demographic changes have resulted in fewer and fewer “full time” volunteer building captains being available, and these few have had to be responsible for more than one building each. The Board continues to be committed to prevent any repeat of the sort of damage experienced in the past, but this can now be achieved without depending on a no longer effective building captain and departure notification system.

### A. THERE WILL NO LONGER BE ASSIGNED BUILDING CAPTAINS.

As stated above building captains have become obsolete. One of those obsolete duties was for the building captain to have a key to the units in his/her building. This was redundant with the master physical key file kept by the Maintenance Committee. Therefore, a physical key provided by you to the Maintenance Committee is still required (for all mechanical and electronic locks). For those of you who have battery operated electronic locks a physical key to the electronic lock is required in case the batteries go dead.

### B. NEW TECHNOLOGY ALLOWS FOR A BIG CHANGE OF THE DEPARTURE NOTICE PROCESS.

A new tool has presented itself, complements of the Hendersonville Water Department. It installed new electronic water meters in October 2021. These new meters continuously relay, to the water department, data on the water flow/use of each unit. A graph of your individual water usage is available to you via a Hendersonville Water Department webpage. You can create your own individual AquaHawk account at <https://hendernc.aquahawk.us> .

The Water Department has also made available to Fleetwood a *special* AquaHawk account which allows our Maintenance and Emergency Committees to monitor all 67 water meters on campus on a daily basis. If your unit shows an unexplained use of water, the monitoring system will trigger an alert so it can be

investigated. Specifically:

- a. When you are *here* at Fleetwood, if over 300 gallons on a given day are used, an alarm will be raised to the Maintenance Committee for investigation. (In trials of this system four such leaks have already been detected and dealt with in a timely manner, saving the Owner from a large water bill.)
- b. When you are *absent* from Fleetwood, if any water flow is detected (over 0 gallons) it will be investigated.

Departure notices will no longer be necessary. The new water meter monitoring capability has made the departure notice redundant and obsolete. It is still very important that an Owner turn off their water to the unit when they are gone, but this is an individual responsibility, not that of the HOA. It is in the best economic interest for an Owner to turn off their water when the unit is empty.

*Any damage to other units or common areas from water being left on while the unit is unoccupied is covered in item D below.*

### C. WINTERIZATION

If there is another major power failure/ice storm event, such as what occurred the 1990s, the Fleetwood Maintenance Committee contractor will visit **all** units at the time (occupied or not) to ensure the units can survive the event. With 1) better tracking of the water on/off condition of each unit and 2) a procedure to visit each unit when a danger is present, the current winterization rules provide no significant additional protection from water damage. Therefore, winterization of a unit is no longer a Fleetwood HOA requirement. However, it is still **highly** recommended that owners winterize their unit if they are leaving during the winter. This recommendation provides extra protection by the owner to protect their property (like a toilet or sink drain).

Use of a lamp connected to a Winter-Watchman is no longer mandated. With water being shutoff, the inside temperature of a given unit is an Owner's responsibility. And with the Internet connected thermostats available today, an owner can, if they desire, do a superior job of remotely monitoring and controlling the temperature of their unit.

### D. LIABILITY FOR DAMAGE REMAINS UNCHANGED

Note:

The current rules about shutting off your water in the Red-Book will be left in place at the 24 hour water shut-off limit (section <https://fleetwoodplaza.com/Policies/Rules.html#empty>), but the winterization requirements will be dropped.

This, with the ability to monitor water flow in each unit, Fleetwood should be better able to monitor and thus avoid potential damage. However, owners need to be reminded that they are still responsible if their actions or inactions lead to serious water damage to their unit, a neighbor's unit, or any HOA Common

Element; and they could experience a sizable financial liability out of pocket and/or via their insurance coverage. This owner liability is covered in Articles 20 and 21 of the Fleetwood Declarations, <https://fleetwoodplaza.com/Policies/Declaration.html#20.0> .

In “street language” and common sense, if water damage from one unit causes damage to another unit or common area, then the cost of the repairs are the responsibility of the unit where the water came from. The North Carolina Condo Act introduces the HOA insurance into the equation. This states that with vertically stacked condos, water damage from above into a unit below must be addressed by the HOA insurance first. This however does not take the upper unit “off the hook”. The following two resolutions come in to play:

1. If the damage is greater than the HOA insurance coverage (current deductible is \$2500) the offending unit must pay the HOA’s deductible amount.
2. If the HOA chooses to not file a claim because the repair costs are less than the current deductible (a move to keep the current insurance premiums from going up) then the offending unit must pay the entire repair costs.

Therefore, it is prudent and neighborly to be conscience and totally aware of turning off your main water valve when you are leaving your unit unoccupied for greater than 24 hours.