

Stop That Leak!

Older buildings just simply have leak problems. These can result from aging pipes to neglected maintenance by owners. Nothing is more problematic to an Association than plumbing problems. The very nature raises questions of who is responsible to maintain things and who pays for the inevitable damage. As mentioned above, SJD suggests annual maintenance requirements for all its clients and older buildings have a significant focus on plumbing. By distributing detailed checklists to owners and reports that identify problems, resulting leaks can be traced to inspections and in many cases determine who may be responsible for leaks.

After inspections customized work flows for building and communication plans are then implemented to inform all affected parties when a leak does occur. Scheduling becomes the main barrier to fixing problems rapidly and owners are informed to the steps they need to take to assist in the process. Emergencies have a separate and distinct process as well. In cases where inspections and good processes are put in place, SJD has experienced a more than 50% reduction in plumbing complaints and calls and this result in tangible saving for the Association as well as home owners.