

AFTER-HOURS MAINTENANCE EMERGENCY: 1-800-514-5770 (press 1)

EMERGENCIES ARE: FIRE, WATER LEAKS & SEWAGE BACK UP

**For a fire emergency, please call 911 first then call
After-Hours Maintenance Emergency to report the fire.
(For police-related emergencies please call 911)**

Q: What should I do if the Grand Venezia Office is closed and I have a maintenance emergency?

A: Call the After-Hours Maintenance Emergency number listed above. Our 24/7 answering service will take your name, phone number, unit #, a description of the issue and will then contact Grand Venezia's Property Manager and Maintenance Manager, who will respond to you with further instruction.

Here are some things you can do to mitigate further damage to your condo when a maintenance emergency rises:

- 1. Water Leaks: Please do your best to control the water. If the leak is coming from above in your unit, place a bucket or garbage pail underneath and towels on the floor to minimize damage.**
 - a. Attempt to stop the source of the water. All shut-off valves are located in the hallways outside of your condo in the water heater closet. Entry doors remain unlocked at all times. Locate yours by unit number on front of each heater.
 - b. After you shut the main supply to your unit, reassess the situation. If water is still coming in and does not appear to be slowing / stopping, that is a good indication the water may be coming from one of the surrounding units. If you feel comfortable in doing so, knock on the door of the unit you suspect the leak may be coming from and ask if they can locate the source of the water. If it is determined to be coming from their unit, they should shut off their main supply just as you did. The sooner you stop the water flow, the less damage to all units involved. **Time is of the essence!**

- 2. Sewer Back-Up: Immediately call a plumber, any plumber, as long as they are licensed and insured. The Association uses McGill Plumbing (727-585-2052) as they are familiar with the property. Once you have contacted a plumber, call After-Hours Maintenance Emergency to report the issue.**
 - a. If sewer is clogged in the main line, the Association is responsible for the repair (you will be reimbursed for the cost of the plumber, please save service evaluation reports & all receipts).
 - b. If sewer is clogged in a line that services just your unit, it will be your (or unit owner's) responsibility. You or the unit owner (depending on your arrangement) will be responsible for repair costs.

****Red Hot Tip!****

There are water leak sensors that you may consider purchasing, especially if your condo is vacant for extended periods of time. If there is a leak, water sensors sound an alarm so that you can take immediate action.

**** Some newer sensors have Wi-Fi and can transmit emails & phone notifications through their app so you receive alerts even while away from home.**

They are inexpensive and can actually save lots of money by warning you in time which avoids structural water damage as well as loss of personal items. Smart sensors can be found online or in local hardware and retail stores.