

BEECH TOWER

PLUMBING REPAIR & WATER SHUT-OFF PROCEDURE

If a plumbing issue occurs inside your unit, please call a plumber immediately. The Association uses Pacific Standard Plumbing (858-255-1654); however, you are able to use any licensed plumber of your preference. If the plumber determines it is an HOA issue, and you are requesting reimbursement for expenses, a written report from the licensed plumber must be submitted to Brittany Vik (bvik@360hoa.com) for Board of Directors review. **For common line issues, please note that the HOA only covers the cost of plumbing repairs**, any other damages that occur to the unit is the Homeowner's responsibility. We strongly recommend that you contact your insurance company immediately to report the issue and to begin any remediation, if needed. If the plumbing issue was caused by another unit, please contact that homeowner directly (in addition to your insurance company), as the HOA cannot assist in these matters.

If there is an interior **BACKUP** (i.e. sink, bathtub, & toilet), please call Pacific Standard Plumbing (858-255-1654) only. They will bill the HOA directly if the HOA is responsible; however, if the clog is determined to be in the unit, the Homeowner will be responsible for all plumbing service costs.

If a **WATER SHUT OFF** is required, please follow the procedure in the order noted below. Water shut offs must occur Monday through Friday. Weekends are not permitted, unless it is an emergency.

1. Contact Banks Industries (858-249-8469) to schedule a water shut off for your individual unit. If they are unavailable, please contact Pacific Standard Plumbing (858-255-1654). **These are the only approved vendors for water shut offs.** The cost for the water shut-off is the owner's responsibility.
2. Contact 360 Community Management (619-270-7360) and inform them of the water shut off time and date.
3. For all non-emergencies, complete the "Water Shut-Off Notice" template (you MUST change all necessary areas to your information), print and post at least **72 hours** in advance. If a full building shut-off is needed, you must provide a one-week notice.
 1. Print 2 copies of the Shut-Off Notice for the elevators
 2. Print 8 copies of the Shut-Off Notice for your stack
 3. Notices must be posted to every unit's front door in your stack (e.g. if your unit is 101, post notices on 201, 301, 401, 501, 601, 701, 801 & 901) AND in both elevators.
 - *Unit #103 is on the **02 stack**, so please post notices on the 02 stack, **NOT** the 03 stack!
 - *Unit #104 is on the **03 stack**, so please post notices on the 03 stack, **NOT** the 04 stack!
 - *Unit #105 is on the **06 stack**, so please post notices on the 06 stack, **NOT** the 05 stack!
4. If you require a full building shut down, notices must be posted in both elevators, all three (3) parking garage elevator vestibules, the mailbox area, and sent to Management to post on the lobby TV.



Beech Tower Water Shut-Off Notice

_____ **STACK ONLY**
(stack number)

The water will be shut off on

(date)

between

(time)

If you have any questions or concerns,
please contact:

(resident name)

(phone number)

We apologize for any inconvenience
and thank you for your cooperation!



Beech Tower

Water Shut-Off Notice

The water will be off to
the **ENTIRE BUILDING**

on

(date)

between

(time)

If you have any questions or
concerns, please contact:

(resident name)

(phone number)

We apologize for any inconvenience
and thank you for your cooperation!