

## Guidelines for Emergency Water Issues

1. Try to turn water off by shut-off valve. If that does not work, call the Fire Department (703) 368-6211.

2. Investigate the cause of the leak/flood. You may need to contact a licensed plumber to investigate the cause. If it is a common pipe (services more than one unit) contact Flannery Property Management at (703) 330-3433. If it is a pipe/appliance that services only one unit, this is an owner to owner issue and the Association will not intervene.

**\*\* IMPORTANT: If you are an off-site owner, please be sure your tenants know where the shut-off valve is located.**

There have been recent cases of old pressure-valves failing causing not only their unit, but surrounding units to flood. If you have an older pressure-valve, it is highly recommended that you replace it before it fails.

*Owners are required to supply Management with contact numbers in case of emergencies. If you have not yet done so, please email that information to LaToya at [ly@flannerypm.com](mailto:ly@flannerypm.com).*