



Help! My Unit Is Leaking!

Water leaks are one of the most common issues in condominium communities. Whether you wake up to soaked carpet, warped wood flooring, damp drywall, or stains on your ceiling, it can be stressful and overwhelming.

In many cases, the most confusing part is not the leak itself, but understanding what to do next and who is responsible.

The purpose of this guide is to help explain how water intrusion situations are typically handled at Peachtree Walk Condos and what owners and residents should expect during the process.

Common Scenario

You discover:

- Wet carpet or flooring
- Water stains on ceilings or walls
- Damp drywall or baseboards
- Water coming from beneath the flooring or cabinetry

Typical reactions are often:

1. "The leak is not coming from my unit."
2. "This must be a building issue, so the Association should handle it."

At that point, residents commonly contact Management, Maintenance, or Courtesy Officers for assistance.

What To Do First



Unless there is an active emergency causing immediate damage, residents should take the following steps immediately:

1. Turn off the water supply to your unit if necessary.
(See the In-Unit Water Shut-Off Location guide.)
2. Contact a licensed and insured plumber or remediation vendor to identify and stop the source of the leak.
3. Notify Management if the leak:
 - Impacts another unit
 - Appears to involve a common area system
 - Requires emergency building access
 - Requires shutting off water to other units

If the leak is severe or is actively flooding, contact Management at (404) 892-7400 and the Courtesy Officers (678) 215-5504 if after hours.

Emergency Access

In emergencies involving fire, flood, or medical situations, the Association may need immediate access to your unit to prevent additional damage to surrounding units or common areas.

For this reason, the Association requires that Management maintain a current key or door access code for all units.

Our Maintenance Team, On-Site Management, Board of Directors, and Courtesy Officers are prepared to assist residents during emergencies 24 hours a day, 7 days a week.

Like a Single-Family Home



Condominium living can sometimes create confusion because walls, ceilings, plumbing systems, and drainage components are shared between units.

However, the initial response process is very similar to what you would do in a single-family home:

1. Contact a licensed plumber or remediation company.
2. Identify the source of the leak.
3. Stop the active water intrusion.
4. Begin drying and mitigation immediately.

Once the source is identified:

- If the issue originates from something serving only your unit (such as a fixture, appliance, toilet, water heater, or branch plumbing line), the unit owner is generally responsible for repairs.
- If the issue is found to originate from a common element or shared Association-maintained system, the owner must submit written findings from a licensed and insured vendor identifying the source of the leak, along with a repair estimate, to Management. Management will then notify the Association's insurance carrier and arrange for a vendor to confirm the findings and estimate before any necessary repairs to the common area or leak source are made. Any repairs within the unit remain the owner's responsibility.

Please refer to the Association's governing documents for specific maintenance and responsibility definitions.

Why Owners Must Start the Investigation



A common question is:

“Why do I need to hire a plumber if the leak may not be from my unit?”

The reason is simple: until the source of the water intrusion is professionally identified, responsibility cannot be determined.

In condominium communities, water can travel between units, walls, floors, ceilings, and building components. The visible damage location is not always the actual source of the problem.

For this reason

- The affected owner is responsible for initiating the investigation and mitigation process.
- If it is later determined that the source originated from a common element or another unit, insurance companies may determine reimbursement or subrogation between parties.

Insurance Information (HO-6 Policies)

Every unit owner should maintain an active HO-6 condominium homeowner’s insurance policy.

Your HO-6 policy typically covers:

- Personal property
- Flooring, cabinetry, and interior finishes
- Water damage inside your unit
- Temporary housing expenses (if applicable)
- Deductibles



- Betterments and upgrades made to the unit

Owners should review their coverage regularly to ensure limits are adequate and current.

Important:

Regardless of the source of the leak, owners should promptly notify their insurance carrier and open a claim if damages are significant.

If the Leak Appears to Come from Another Unit

If you believe the leak may originate from a neighboring unit:

1. Notify the neighboring owner or tenant if possible.
2. Contact Management if the neighboring party is unavailable or unresponsive.
3. If necessary, during an emergency, the Association may enter the unit to stop active damage.
4. Contact your insurance carrier to begin the claims process.

If another unit is determined to be the source, the Association will request proof that repairs were completed to prevent continued damage to neighboring units.

For Tenants

If you are a tenant:

1. Notify the unit owner and Property Manager, Kat Young at kyoung@teammgt.com, immediately. If it is after hours, notify the Courtesy Officers at 678-215-5604 or peachtreewalkcourtesyofficers@gmail.com



2. A licensed and insured plumber or remediation company should still be contacted to determine the source. A list of commonly used vendors with valid Certificates of Insurance (COIs) currently on file with the Association can be found on the PW website here.
 - <https://www.peachtreewalkcondos.com/commonly-used-vendors>
3. Contact the Association only if:
 - The leak is affecting neighboring units
 - Emergency intervention is required
 - Building systems may be impacted

Tenants are strongly encouraged to maintain renters' insurance to protect personal belongings and temporary housing needs.

Water Shut-Off Requests

If repairs require a building or stack water shut-off, Management must be notified at least 24 hours in advance whenever possible.

This allows sufficient time to notify affected residents and coordinate the shut-off safely.

Important Reminder

PW Management, Maintenance Staff, and Courtesy Officers are not licensed plumbers, engineers, or insurance adjusters.

While we are always happy to assist during emergencies, Association representatives cannot confirm any of the following:

- The cause of leaks



- Liability determinations
- Insurance responsibility
- Repair responsibility

Questions or Need More Information?

If you have questions or need clarification, please contact Kat Young, Association Property Manager or Brown & Brown Insurance:

Brown & Brown Insurance

Email: associationcoi@bbrown.com

Phone: 404-991-3759

Kat Young – Association Property Manager

Phone: 404-892-7400

Email: kyoung@teammgt.com

Thank you for your cooperation and for helping keep Peachtree Walk safe, protected, and well-maintained.