

Willoughby Park Leak Policy

When a leak presents itself in your home, please do the following:

1. Never assume a leak will resolve itself. Immediately call Russell Property Management at 252-329-7368. If you're calling after hours, leave a message on the RPM Voice Mail and someone will call you back within a few minutes.
2. Find the water shut off to your apartment and turn it off. It normally appears to look like an outside spigot handle and usually sticks straight out from the wall. It is quite often located near the hot water heater.
3. It is acceptable to contact a plumber while trying to get in touch with management. However, it is most important that the water be shut off immediately.
4. If you contact your plumber and the leak is behind the walls, you will be reimbursed (or the bill paid) under the following circumstances:
 - a. Your plumber is there to cut water off and ensure no further damage.
 - b. He/she does not do any repairs, only the identification of the source of the problem and the prevention of further damage.
 - c. A paid receipt or invoice presented to Russell Property Management.
 - d. That the leak occurred behind the walls and is not the responsibility of the homeowner.
5. Please notify your neighbors to see if there is any damage in their unit. If you are downstairs, please check with your upstairs neighbor to see if they need assistance in turning the water off to their unit. This will help to prevent further damage and save the homeowner and/or HOA money.
6. Please remember the good neighbor rule and that a leak is most of the time an accident or random occurrence. Please do not get upset with your neighbors, rather assist them to prevent further damage.

Russell Property Management and the WPHOA Board of Directors are here to assist you. If you have any doubt about whose responsibility a leak is, please contact us immediately. Russell Property Management's phone number is 252-329-7368.