

Record of Email Discussion 7/10/25:

Water Main Break - SPC Area

Board Meeting Minutes (Emergency Response – Water Main Break)

Date Range Covered: July 10, 2025 – July 14, 2025

Incident Summary:

On July 10, 2025 at 2:22 PM, a homeowner located on SPC reported standing water in the area. This initiated a series of communications and actions from the Board of Directors (BoD) and HOA Services, which led to the identification and repair of a water main break affecting the community.

Timeline of Events & Board Actions:

- **7/10/25 – 2:22 PM:** Homeowner on SPC reported standing water in the area to HOA Services.
- **7/10/25 – 3:57 PM:** HOA Services forwarded the homeowner’s message to the Board.
- **7/10/25 – 6:15 PM:** BoD Member 1 requested clarification on whether the water was due to recent rainfall or if it was potentially coming up through the parking lot, suggesting a possible water main break.
- **7/10/25 – 8:07 PM:** A homeowner on NPC contacted HOA Services to report very low water pressure in their home.
- **7/11/25 – 7:27 AM:** HOA Services forwarded the low water pressure report to the Board.
- **7/11/25 – 7:39 AM:** HOA Services confirmed there had been no recent rain in the area.
- **7/11/25 – 7:50 AM:** BoD Member 1 stated that with no rainfall and the second, separate homeowner report of water pressure issues, a contractor should be deployed to assess for a potential water main break.

- **7/11/25 – 8:06 AM:** BoD Member 2 conducted a visual inspection and observed water leaching up through the parking lot. They agreed that a contractor should be dispatched immediately.
- **7/11/25 – 8:09 AM:** HOA Services confirmed they would reach out to a plumbing contractor right away.
- **7/11/25 – 9:28 AM:** BoD Member 1 requested that HOA Services update both homeowners to let them know the issue was being addressed.
- **7/11/25 – 9:34 AM:** HOA Services confirmed they would contact the homeowners.
- **7/11/25 – 11:27 AM:** HOA Services reported that the contractor would assess the issue that afternoon.
- **7/11/25 – 1:07 PM:** HOA Services relayed that the contractor intended to begin work on Monday, July 14, at 12:00 PM, after receiving necessary parts. Water service would be temporarily shut off during the repair.
- **7/11/25 – 1:26 PM:** HOA Services sent a Water Shut-Off Notice via email blast to all homeowners with emails on file.
- **7/12/25 – 12:33 PM:** BoD Member 1 created physical Water Shut-Off Notices for posting.
- **7/13/25 – 10:03 AM:** HOA Services sent out an additional email reminder regarding the water shut-off to all homeowners.
- **7/13/25 – 11:00 AM:** BoD Member 2 posted the Water Shut-Off Notices on community boards.
- **7/14/25 – 10:44 AM:** HOA Services sent a final reminder email regarding the scheduled shut-off.
- **7/14/25 – 12:00 PM:** The contractor shut off water to the HOA and began repairs.
- **7/14/25 – 3:09 PM:** HOA Services sent an update via email, notifying residents that water service was expected to be restored later that evening, barring any complications.

- **7/14/25 – 5:13 PM:** HOA Services sent a follow-up email confirming that water service would be restored that evening.
 - **Evening of 7/14/25:** Water service was successfully restored, and the water main break was repaired.
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Additional Notes:

- The contractor will return at a later date to complete asphalt restoration in the affected area.
- The contractor advised that the substrate must settle for 4-6 weeks to avoid future shifting, which could compromise the new asphalt.
- The total cost to repair the water main break was \$8,900, not including the additional expense for the pending asphalt repair.