

WHAT TO DO IF THERE IS A WATER LEAK?

LOCALIZED?

Is the leak local? If the leak is localized and can be stopped by closing the near by valve, then shut the valve immediately by turning to the left. Once the leak is controlled, notify us of the leak so repair can be scheduled and dry up any water to prevent water damage and mold. Bathroom sinks, toilets, kitchen sinks/dishwasher, washing machine, refrigerators and hot water heaters all have local valves that can be shut.

NOT LOCALIZED?

If the leak is not from one of the above mentioned areas and/or cannot be controlled by closing local valves, confirm that the water isn't coming from the apartment above. No water pipes for your apartment are in the ceiling. If the water is coming from the ceiling, or above the unit, please notify the apartment above as soon as possible as well as notifying us.

If not from the above apartment the best thing to do is to **turn the water off to the whole apartment**. This will ensure that where-ever the leak is at, it will not continue to receive more water to leak out. It is recommended that you contact Auburn Water Works department at (334-501-3050) to turn the water off at the meter. There is also a valve in each apartment either in the utility closet or under one of the sinks. Please notify us immediately if there is a non localized leak so repair can be scheduled as soon as possible to restore water to your apartment.