

## Waterline Repair Process Guidelines

Many WoodLynne homeowners have had to deal with leaks or breaks in the waterline that typically leads from the common area sidewalk to our houses. This tends to be an emergency repair, so no pre-approval is required to begin the repair. However, there are several processes that need to take place when dealing with insurance companies and contractors while working on the waterline in the common area.

1. **Call Your Insurance Company** -- This is the first, most important step. You must let your insurance company know that you live in a homeowners' association. Your insurance company should ask for the community manager's contact information. Please provide them with the community manager's contact information at the end of this document.
2. **Contact Cardinal Management Group** -- Cardinal Management Group is here to help! Please contact the community manager and copy the WoodLynne Board of Directors at woodlynnedir@gmail.com. Management must be involved with this type of work to ensure the proper steps are taken and the common areas are properly restored. Cardinal can assist in communicating with your insurance company.

**When you contact Cardinal Management Group, please include the following information:**

1. **Insurance Claim Number**
2. **Insurance Adjuster Contact Information**
3. **Date Of Loss (Date The Loss First Occurred)**
4. **Date Repair Will Take Place (If Scheduled)**
5. **Contractor Performing The Work**
  - a. **Company Name**
  - b. **Contractor License Number**
  - c. **Address**
  - d. **Phone Number**

Below is a snapshot from the WoodLynne Handbook, which states that owners are responsible for repairing common area property sidewalks that have been damaged as a result of work performed on their private lots. ***It is important that you provide your insurance company with this information to ensure they are aware of this financial obligation.***

4. Common Property Sidewalks

Owners are responsible for repairing common property sidewalks that have been damaged as a result of work performed on their private lots or from tree roots originating from their property. Patch repairs are not permitted; the entire square(s) must be replaced. When snow accumulates on the ground, residents are responsible for shoveling the sidewalk in front of their entire property.

**Cardinal Management Group Contacts**

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