SAMPLE – MOISTURE INCIDENT RESPONSE FLOWCHART

Cell phone

Initial Incident Notification to Building Engineer

Validate Incident

Record Incident in Incident Log

- Contact List
- Call Escalation Protocol

Notify Property Manager

Operational Response Action

SEE HOA PROCEDURES MANUAL

EMERGENCY RESPONSE REQUIRED?

NO

YES

WATER or MOISTURE EVENT?

TENANT

Home Owners Association

Indentify Source & Notify Homeowner

Take Action to Stop Water

Indentify Source & Notify Mgt

- DRY AREA ASAP
- Protect Assets
- Contain Damage
- Status update to PM

Take Appropriate Action

Is Root Cause a Building or Unit Owner responsibility?

YES

NO

- Protect Assets
- Contain Damage
- Status update to Mgt

Notify Responsible Party

Approved Response

APPROVED PROTOCOL