

Who To Call

Water Issues

For Repairs and planned water shut offs: Please notify the HOA office no less than 48 hours in advance. Please schedule shut-offs after 10:00am and only in 3-hour time blocks. This will give people getting ready for work in the morning time. Anything over 3 hours, you will need to give at least a 72-hour notice. This may also require an architectural form, if making any home improvements.

Water Leaking in unit: If water is coming from the ceiling down into your unit. If you feel comfortable knock on your upstairs neighbor's door and make them aware of the situation. One unit owner/resident will need to call a plumber immediately. Please at some point notify the HOA, so we know what's going on in the community.

If you cannot get in touch with the upstairs neighbor, the plumber will be able to turn off the water and inspect the situation. All water shut-offs are outside the building and one single shut-off controls all units in the building.

If you have a leaking water heater, washer, toilet, shower, under any sinks, or any other leak: Call a plumber immediately. If you would like to notify your neighbors, please do so. If you need the HOA office's assistance to contact anyone, please call the HOA office. During normal office hours, our maintenance supervisor can go turn off the water to a building, please call the HOA office. Leaks inside the unit are the homeowner's responsibility, and we cannot go inside your unit to inspect. If it is after hours our maintenance supervisor nor I have homeowners' personal contact information at home with us. Your plumber will need to evaluate the situation and move forward accordingly.

Plumbing: Please call a plumber for any plumbing issues. Plumbing is the unit owner's responsibility.

As a preventative measure, it is a good idea to take some time to get your neighbors' information. Owners that rent, please make sure your tenants have the correct numbers to call in case of an emergency. Always call the office or send an email after a leak, so we know what's going on in the community.

Note: If you call the afterhours emergency phone number, and are waiting on a callback. Do not wait to call a plumber. This may lead to unnecessary damage in the unit. We cannot do a lot for you, other than document the issue. The HOA will not call a plumber out for leaks inside of your unit. We take care of the outside common area plumbing.

If there is a leak in the community: Please call the HOA office. If it is afterhours common area leak, please call The Plaza emergency phone number. They will reach out to Brian or I directly. (all numbers will be posted at the bottom of the page)

Fire:

Once you are in a safe location, at least 200 feet away from the building, call 911 immediately.

If you have The Plaza's afterhours emergency line, please call. This will notify our maintenance supervisor as well as the HOA manager.

If you do not have it, please search on your phone for AZCMS, on the menu drop down click contact, scroll to the bottom of the page and you will see our phone number. Follow the prompts.

Note: Please test all smoke detectors and fire alarms every 6 months. Replace batteries once or twice a year as well. Fire extinguishers are also great to have on hand and should be inspected regularly.

Electrical:

If you are having any electrical work done in your unit: You must first fill out an architectural request form (can be obtained from community manager, web portal, or on the Plaza website). Once filled out, send it back to the HOA manager. It will then be reviewed by the architectural committee. Once approved, you may move forward with the project. Note: We will be requiring a licensed electrician.

If power is out for the whole unit: If you are comfortable, check your breakers and make sure they are on. If they are in the on position, please reach out to APS, ask about any outages in the community, and report your outage. Please keep checking with APS. If you have their app, they do a good job about notifying residence with estimated outage times. If the power does not turn back on after an hour or so, and APS has no reported outages, you may need to call a professional. **Note: No one in the community has access to your electrical.**

If part of the unit's power goes out: If you feel comfortable, check the breaker. If it is working correctly, you may have a GFI that needs to be reset or a breaker that looks like it is on, but is not actually. If these are things you are not familiar with, please reach out to a professional. The HOA maintenance supervisor cannot go inside your unit to inspect.

We do not recommend doing anything you are not familiar with. A licensed electrician is always recommended.

If power is out in a common are: Please call the HOA office. If it is afterhours, please call The Plaza emergency line. This will notify the maintenance supervisor and the HOA manger.