



## **MAINTENANCE PROCEDURE: SECTIONAL TITLE WATER AND SEWAGE PROBLEMS**

These procedures pertain to all complexes managed by  
Infinitum Real Estate Management Solutions

**General Disclaimer:** The information presented by Infinitum is not intended to replace the advice of a specialist in the field of service delivery. This document is rather intended to help inform our clients of emergency issues. The information found on this document should be used as a supplement to the learning process, not as a complete definite reference or tool. If you require a more extensive emergency plan, please contact your relevant emergency service providers for more information.

### **Here's what you should do if your water service is cut off or you have low water pressure:**

Find out if the problem is confined to your home or whether other homes in your complex/estate are affected as well.

If this is a problem experienced by multiple owners then you would have to contact the estate governing body as well as your local water provider and tell them about the problem.

Contact Enquiries at 1023 and ask for your Local Municipal Utilities Service Centre's Number _____
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If the problem is confined to your sectional title unit then it would most likely have to do with plumbing in your unit. If this is the case then you would have to contact a plumber to inspect and assist.

The plumber will be able to track the problem to two sections of the estate. The location of the problem will determine who is responsible for payment of the repairs.

The problem can be located in two sections:

- a. In the event that the problem is located outside of the walls of the unit and cannot be traced to the communal area of the estate, then the maintenance would be the responsibility of the relevant owner of the unit. Example: a tap that leaks inside of the unit or a geyser thermostat that needs repairs.
- b. If the problem is located in the walls of the unit then it would be the responsibility of the body corporate to repair. Example: a pipe leaking inside the wall of a unit, or a tap leaking in the communal area of the estate.

To resolve a problem where the estate is responsible for the maintenance and repair you would need to take the following steps:

**Step 1:** Contact the maintenance trustee and inform him of the problem. (See contact details under management tab on the website)

**Step 2:** Complete a maintenance form (located at the "Estate Documentation" tab on the website) and fax it to the relevant number to be processed (See contact details under management tab on the website)