

# Country Roads RV Village

EPSOP #1001

Effective date: 10/18/16

## STANDARD OPERATING PROCEDURE

## NOTIFICATIONS AND CALLOUT

## PLUMBING MAIN SEWER LINE

**Purpose:** The intent of this Standard Operating Procedure is to make sure the main sewer lines are maintained by Country Roads Staff. To limit all maintenance of the main line to Country Road staff. It is also to educate our homeowners and staff on what steps to take in the event of slow draining sinks, toilets running slow and blockage in the main sewer line and to establish who the responsible party is for cost of repairs.

**Scope:** Intended for use by Country Roads RV Village homeowners and Staff.

**Responsibilities:** It is the responsibility of the homeowner/resident to contact Country Roads homeowner office during regular business hours or the Security if after hours in the event of main line sewer blockage on your property. They will then dispatch a maintenance/grounds team member to the property.

**Specific Procedure:** It is the responsibility of the homeowner/resident in the event of slow draining water, slow running toilets, slow draining sink, blocked drains or sewer backup within your property to contact a plumber. The homeowner/resident is responsible for all plumbing repair cost on their lot, the clean out line is also the responsibility of each homeowner/resident. It must be determined by the plumber that the blockage is located in the main line at this time you will call Country Roads. Only when the licensed plumber has determined that the main line has a break, crushed line or roots have invaded it will Country Roads be responsible for repairs. If blockage is due to foreign debris the homeowner will be responsible for all cost.

### Procedures to follow:

1. Contact the front office at 928-344-8910
2. If after office hours - Contact Security at 928-726-9391, security will then dispatch a maintenance/grounds worker
3. Contact Park Manager at 928-344-8910, ext. 105