

# WATER LEAKS




- A. What to do for water leak.**
- B. Water leak prevention**



STARTS INTERNATIONAL HAWAII, INC

## Business Hours

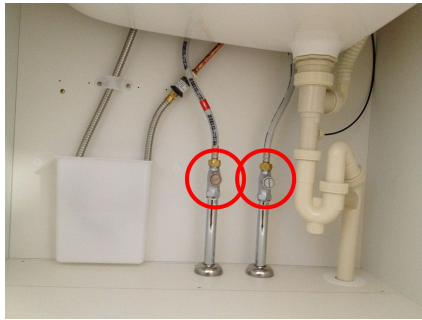
MON – FRI                      9 AM – 6 PM  
Weekends/Holidays      CLOSED

 808-974-2280 (ext 201)

 [pm1@startshawaii.com](mailto:pm1@startshawaii.com)

## A. A water leak! What should I do?

- 1) Identify the source of the leak **and turn off the water shut-off valve** at the source immediately.



Kitchen/Bathroom sink



Washing Machine



Toilet

- 2) Contact your property manager at Starts and the Building Manager/Security.

Note: Our Office hours are 9 am – 6 pm (Mon – Fri). During weekends and holidays, please send an email to [pm1@startshawaii.com](mailto:pm1@startshawaii.com)

You will receive a response during the next business day.

- 3) Take photos of the water leak and send us a report.

Photograph water leak and damages.

Identify the source of water leak and describe the leak.

Specify date and time when you first became aware of the leak.

Provide the make and model number of appliances as needed.

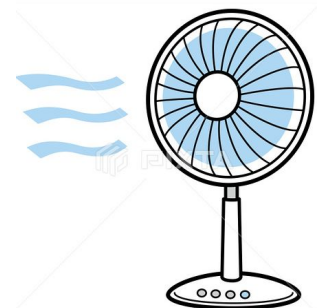
- 4) Dry up wet areas ASAP to mitigate damages to your unit and neighboring units.

Wipe wet area with towels.

Dry the area with a fan and/or AC

Ventilate the area.

Ask to borrow a building manager/agent if they have a large fan (industrial-use-fan)



- 5) Contact your renter insurance company

If your personal belongings are damaged.

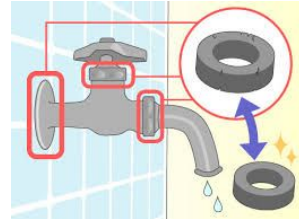
If the water leak was caused by you.

## B. Water leak preventive measures -1

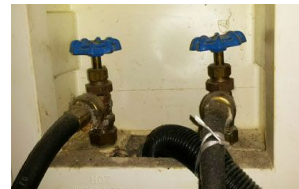
1. Check faucets and water lines on a regular basis for water leak or dripping water.



2. Clean and check water pipes and gaskets (rubber parts) on regular basis. Ask your property manager to replace deteriorated portions as necessary.



3. Learn the location of the water shut-off valves for the washing machine, kitchen/bathroom sinks, toilet and any other water source.



4. Check to make sure your renter's insurance policy covers damages from water leaks.



# B. Water leak preventive measures - 2

## 6. Drain/Pipe issues

- Bathroom sink
  - Remove hair and rubbish by drain.
  - Keep drain area clean.
  
- Kitchen
  - Do not throw food scraps, oil or fibrous items down the drain.
  - Keep drain area clean.
  - Fill the sink with hot water and empty it all once on regular basis (make sure to remove oil stains and food scraps in the sink and drain).
  
- Bathtub/Shower
  - Put a sink or bathtub strainer on the drain to capture hair, lint and other particles. Empty strainer contents in the trash as needed.
  - Empty the drain strainer often and as needed.
  
- Toilet
  - Keep a plunger nearby.
  
- Air Conditioner
  - Clean the AC filter on regular basis.

