

Rancho San Joaquin

How To Temporarily Shut Off the Water To Your Home

Throughout our community, there are external water shutoff valves for our townhomes and stack homes:

- **For the townhomes**, the water shut-off valve is located outside next to each garage
- **For the stack homes**, the water shut-off valve is located outside in front of the bottom stack home

When needing to temporarily shut off the water to your home, when possible, use a licensed plumber or maintenance vendor to turn off (and on) the water to your home.

For the stack homes, the shut-off valve is shared among a "stack" of stack homes. For example, 15, 17, and 19 Palos share a separate shut-off valve that's located in front of 15 Palos. That's why stack homeowners should follow these "etiquette" steps below when needing to turn the water off:

Stack Home "Etiquette" For Shutting the Water Off

Know at least 3-5 days ahead of time when your plumber will need to turn off the water. I.e., the shut-off date and the start and end time of when the water will need to be turned off.

Notify your upstairs & downstairs neighbors above and below you on when the water will need to be turned off. Preferably, notify them in person. If they are not home, leave a note on their front door with the schedule to shut off the water, the reason why, and include your telephone or email should they need to contact you.

Once the water is turned back on again, **be courteous and let your neighbors know** that the water has been turned back on.

If it is an urgent situation where you need to shut off the water right away, still follow the above steps by notifying your neighbors in-person, or leave a note with your contact information if they are not home..