

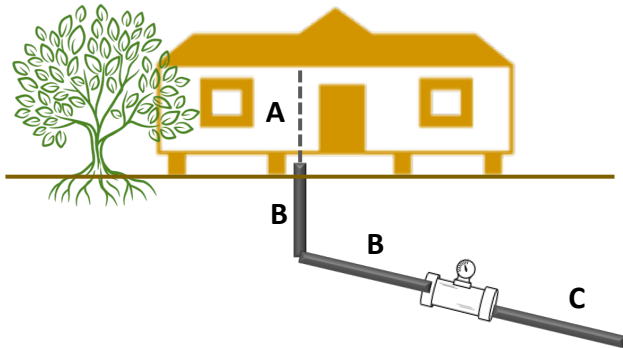
Manufactured Home Community Water and Sewer Outage Guide

How to Use this Guide

Manufactured home community owners and managers may use this guide to help plan for and respond to water or sewer outages, or sewer backups. This guide includes key timing and legal requirements, links to resources to help with response, and provides a document you can fill out with important contacts and other details.

Maintenance and Repair Responsibility

The property manager is responsible for maintaining and fixing any water and sewer pipes to and from homes.



Who owns which pipe segment?

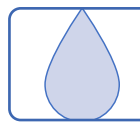
- A.** homeowner (aboveground plumbing in the residence)
- B.** Property manager (underground plumbing up to city meter)
- C.** City (plumbing on the public right of way side of the city meter)

Key Requirements

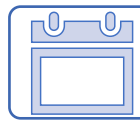
(Colorado Mobile Home Park Act, C.R.S. § 38-12-200.1 et seq., and Colorado Code of Regulations 6 CCR 1010-12)



Property manager must have an emergency contact number that residents can call 24-hours per day. posted and communicated to residents.



Property manager must notify residents within 24-hours of identifying a water leak. We encourage you to notify residents in Spanish and English.



Property manager must provide at least 48-hours notice to residents for any planned water disruptions lasting more than 2 hours.



Property manager must provide enough drinking water and accessible, portable toilets within 12-hours of disruptions.



Property owner must pay residents for damages or for expenses incurred if they don't maintain or repair water and sewer pipes.

For Public Water Systems (Vista Village and Boulder Meadows) there are more legal requirements.

Response Steps

There are more steps that property managers can take to help with responding to and notifying residents of a water or sewer disruption.



Is the outage within or outside the property boundary? Check the city's online map to confirm:
<https://bouldercolorado.gov/water-outage-map>



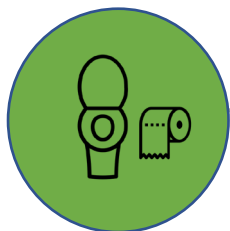
Is pollution entering a storm drain or waterway? If so, the property manager must notify the city (303-916-5563) and the state's Incident Reporting Hotline (877-518-5608)



Notify residents (see above) and work with your maintenance staff and other contractors to assess, isolate, repair, and cleanup

Prevent Sewer Backups and Maintain Your Plumbing

Regularly maintain your plumbing to prevent costly and extended sewer blockages or water outages.



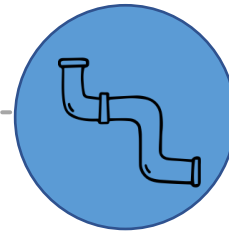
EDUCATE

Educate residents in Spanish and English about non-flushable items and how to properly dispose of cooking grease and oil. Wipes, paper towels, menstrual products and cotton swabs can cause sewer backups. Educate residents about how to protect plumbing from cold weather.



PREPARE

Locate shut-off valves and fire hydrants within the property. Keep plumbing parts and straw waddles onsite to help with quick repairs and protect storm drains from any spills.



MAINTAIN

Sewer – Use a roto-rooter annually to remove tree roots and clear sludge and clogs in pipes. Problem areas within the sewer system may need more frequent maintenance.
Water – At least once per year, open and close (slowly) all shut-off valves and fire hydrants. Flush out fire hydrants if possible.

Other Resources

Check out these resources for more information related to Mobile Home Communities in Colorado and within the City of Boulder.

Resource	General Contents	Website
CO Dept. of Public Health and Environment	• Mobile Home Park Act • General Fact Sheet • Technical Guide	https://cdphe.colorado.gov/mobile-home-parks
City of Boulder	• Several resources for owners, managers and tenants	https://bouldercolorado.gov/services/manufactured-home-community-resources
Water Hauler List	• List of regulated fresh water providers developed by CoWARN (scroll to bottom of website)	http://www.cowarn.org/newsAndEvents.aspx
Septage Haulers	• List of licensed septic professionals	https://bouldercounty.gov/environment/water/septicsmart/licensed-professionals/
Licensed Contractors List	• List of licensed contractors within the City's Open Data database	https://open-data.bouldercolorado.gov/datasets

Manufactured Home Community Water and Sewer Outage Guide – Fillable Template

Summary

This document should be filled out by the property manager before a water or sewer disruption. This information will help you respond to an event and repair plumbing more quickly. Review and update this document at least once per year. Keep this document on-site for easy access.

Important Contacts

The following people are responsible for notifying residents, leading the response, and making sure that repairs are completed quickly.

Contact	Role	Name(s)	Contact information (cell phone, email)
Property Manager	Lead on response		
Property Owner	Co-lead on response		
Emergency contact	Initial assessment; potential repairs		
Water Operator in Responsible Charge <i>(only applies to Vista Village and Boulder Meadows – public water systems)</i>	Co-lead on response, responsible for water quality sampling and analysis		

Contractor Assistance

On-site maintenance staff may be able to conduct repairs themselves, or work with the contractors below as needed. Note which contractors are available on weekends or after normal business hours.

Resource Type	Company and Contact Name	Contact information (cell phone, email)
On-site maintenance staff		
Plumber 1 (external)		
Plumber 2 (external)		
Excavation company 1		
Excavation company 2		

Resource Type	Company and Contact Name	Contact information (cell phone, email)
Vacuum truck contractor 1		
Vacuum truck contractor 2		
Septage hauler 1		
Septage hauler 2		
Portable toilet provider		
Water hauler		
Material vendor (valves, pumps, pipes, etc.)		

Additional Contacts for Prolonged Outages or if City Property is Impacted

Public Water Systems (Vista Village and Boulder Meadows) will have additional required contacts in any water outage event or if city-property is impacted. For example, if water runs off the property onto city streets or drainages, or could flood nearby buildings.

Contact	Name(s) and Contact Information
MHC Community Connector(s)	For up-to-date contact: https://bouldercolorado.gov/services/community-connectors-program
Boulder's Neighborhood Liaison	For up-to-date contact: https://bouldercolorado.gov/services/neighborhood-services
City of Boulder's Utilities urgent issues line	303-441-3200 (M-F, 8am-5pm) or 303-441-3249 after hours

Infrastructure Details

Drinking Water System

Item	# and Description
# and locations of primary meters	
# and locations of pressure reducing valves	
Location of the backflow prevention device(s)	
# of service connections	

Item	# and Description
Primary main pipe material	
Main pipe diameter	
Primary lateral pipe material	
Lateral pipe diameter	
# and location of main line shut offs (i.e., isolation valves)	
Type and size of main line shut offs	
Other	

Sanitary Sewer System

Item	# and Description
# of service connections	
Location of sewer clean-outs and/or manholes (access to clear main sewer line)	
Primary main pipe material and diameter	
Primary lateral pipe material and diameter	
Location of storm drains (and connected or nearby waterways)	

Maps and other Attachments

Attach any maps, diagrams or figures showing or describing locations of key infrastructure identified above.