

## Peggy Ripko

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**From:** Peggy Ripko  
**Sent:** Thursday, April 26, 2018 8:52 AM  
**To:** Peggy Ripko  
**Subject:** Emergency & Non-Emergency Work Orders

### The message below is from the Board of Directors for the Coal Creek North Paired & Patio Villa Homes:

With the transition to SDMS, we wanted to clarify steps to take if you have maintenance items that need to be addressed. Since we are all on site, we are usually the first to spot a problem, and we need everyone's eyes & ears. These issues almost always come at a cost to us, the Homeowners, through our HOA dues. The more quickly these are addressed, the more money we keep in our collective "wallet."

**Non- Emergencies-** E-mail Peggy at [pripko@sdmsi.com](mailto:pripko@sdmsi.com) or call her at 303-987-0835.

**Emergencies-** This would be things such as active leaks in the common area or active roof leaks. For this purpose, 'common area' is defined as the front areas of Paired, front/Back areas of Patio.

#### Emergency Sprinkler System Signs to watch for:

- Geysers (water shooting straight up)
- A large amount of or continuous water running across sidewalks, driveways, down street gutters.
- A super, continually saturated ground area ("bog" or "lake" area)

**Emergencies During the day:** Call Peggy at 303-987-0835. If she is out of the office, let the receptionist know it is an emergency, give her the information and she will call Peggy's cell. You can also e-mail to [pripko@sdmsi.com](mailto:pripko@sdmsi.com) during the day as Peggy checks her e-mail often.

**Emergencies After Hours or Weekends-** Call 303-987-0835 and follow the prompts to the after- hours answering service. They will contact Peggy.

Please Note: Broken sprinkler heads (water shooting straight up) and leaking lines are an emergency that we need you to report ASAP but they will not be responded to that night- While it is a large loss of water, once that irrigation ZONE stops, the water will stop, and the head or line will be repaired before that zone runs again.

If you notice a geyser that does NOT shut off and continues without stopping or a leaking sprinkler line that continues long after a zone has shut off, PLEASE report ASAP and PLEASE note in your message that the geyser or ground leak appears to be continuous without stopping. This signifies a leak in the sprinkler system MAIN LINE which will NOT stop until fixed. It will continue to flow 24/7 until fixed, potentially costing all of us hundreds of dollars.

*Peggy Ripko, CAM, AMS®*  
Community Management Division Manager



141 Union Boulevard, Suite 150  
Lakewood, CO 80228-1898  
[pripko@sdmsi.com](mailto:pripko@sdmsi.com)  
Phone: 303-987-0835 ext 210

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