

Renihan Meadows Condominium Association

Incident Report - Building 5 Flooding

July 10, 2023 and July 11, 2023

This report is a chronological summary of the key events surrounding the water infiltration in Building 5 beginning on Monday July 10, 2023. It is not intended to be an all-inclusive review, but rather a detailed summary of the critical informational exchanges, remediation initiatives and safety precautions taken by me during this event.

Respectfully Submitted to the Renihan Meadows Board of Directors

By: Scott Meyers, President, Board of Directors on July 20, 2023

Initiative

I	Informational
R	Remediation
S	Safety

Monday July 10, 2023

Time		Event
1:59PM	I	I received a voice mail from Paula Bettis, owner of unit 79 and fellow board member, to report that the basement in building 5 was flooded and that there was water in her unit. The call was returned at 2:01PM and the following is a timeline of events that transpired from that original call.
2:21PM	R	I contacted Lapointe Brothers Plumbing to assist with water removal.
	I	Paula's sister had called Lebanon Fire Department to see if they could assist.
2:24PM	I	I informed Paula that I had engaged LaPointe Brother Plumbing to pump out the Building 5 basement.
2:25PM	S	The Lebanon Fire Department arrived and walked the entire Building 5 basement. They confirmed that one of the sump pumps had been unplugged and another pump seemed weak. They also informed us they could not pump out the water, but did shut the breakers off to Paula's basement to ensure her safety.
2:25PM	I	I called Vermont Concrete (the sump pump servicer) to inquire about pumps and service on Building 5.
2:27PM	I	Jake LaPointe texted me and informed me that he would be at Building 5 as quickly as possible.
2:39PM	I	Vermont Concrete informed me that their technician would not be able to get to Lebanon due to flooding, but authorized me to change out pumps as necessary.
2:56PM	I	Dale Pare's staff arrived onsite to offer any assistance and began advising Building 5 residents of the flooding situation.
3:13PM	I	I briefed Moseley Associates of the incident.
4:06PM	I	Paula informed me that unit 80 seemed to have a lot of water in its basement also. She expressed concern over the fact that she had called in an alarm in the basement in June and suspected this might be due to a fault in one of the sump pumps, however, this alarm was actually a smoke detector in an individual unit and unrelated to the current incident. She also informed me she had called Servpro to begin remediation work on her unit, however, I advised that it would be better to keep all vendor engagements regarding this incident at the Association level in order to facilitate the billing process.
4:11PM	I	I called the owner of unit 80 and received the code to his front door for Dale Pare's employees to gain access. Unfortunately, the lock battery was dead and entry was not possible. Mike Murphy waited for the tenant to return and provide unit access.
4:23PM	I	I provided Paula with an update on all current incident management activities.
4:24PM	R	Jimmy LaPointe had arrived and was setting up equipment to begin pumping Building 5. I asked him to check all the sump pumps after which I was informed that the pumps were being overworked due to the volume of water. I instructed them to replace as needed and as per the advice and consent of Vermont Concrete.
4:28PM	I	I left a voice mail with Mike Murphy for an update on entrance into unit 80.
4:34PM	I	I left a voice mail with the owner of unit 80 for an update on the lock and his tenant.

4:51PM	I	I received a call from Balagur Associates to let me know that their managed unit in Building 5 had water in its basement. I confirmed with them that we were onsite and working on extracting water.
4:57PM	I	I left another voice mail with the owner of unit 80.
5:05PM	I	Paula called me to discuss her concerns about the alarms and whether property management had actually inspected the sump pumps. I advised that we both received a report stating that property management had walked the building and the only activated alarm they could identify was a smoke detector in an individual unit, but said we'd be looking into it further. We spoke more about what needed to be done for the building. At that point, my overriding concern was to get the water out of the basement and dry the building to prevent any mold infiltration. Paula also expressed concern that the pool was close to overflowing and water may need to be let out so as not to jeopardize the pool pump's integrity. I agreed that it needed to be checked into and that I would inform Jesse at Dulac's immediately.
5:15PM	R	I spoke with Jesse at Dulac's and explained the pool situation. He assured me we were fine and that he would look at the pool shortly.
5:33PM	I	I left another voice mail with the owner of unit 80.
6:04PM	I	I briefed Board Vice President Arnold Martens.
6:08PM	I	I briefed Board Treasurer Will Peirce.
6:18PM	I	I spoke with Paula regarding the progress of water pumping at Building 5 by LaPointe Brothers Plumbing.
6:38PM	I	I spoke with the owner of unit 80 after access was gained to his basement to let him know that the first priority was removing the water after which the building would be dried to prevent or mitigate any mold.
7:23PM	S	Jimmy LaPointe informed me that the sump pumps and LaPointe Brothers' pumps could not keep up with the water to which I authorized placing additional pumps as needed.
8:31PM	R	Jake LaPointe and I agreed that he would inspect every basement and check for flooding. He also informed me that the smaller drain lines between Buildings 1 through 4 were backing up and that he would also clear those lines to increase flow and prevent further outflow issues. He also explained that he quickly replaced two pumps in Building 6 that had failed while they were on site.
9:02PM	I	Paula informed me that water had started ponding in the common area behind Building 5.
9:51PM	I	Zhixuan Cao, unit 75 owner, having just spoken with Paula Bettis, called to express his concerns about potential gross negligence or neglect on the part of the Association or its agents. I explained that the Board would get to the bottom of everything after the situation had been stabilized.
11:08PM	R	Jake LaPointe updated that additional pumps had been placed in Building 5, but that water seemed to be coming in as fast as it was being pumped out.

Tuesday July 11, 2023

Time		Event
8:26AM	R	Jake LaPointe and crew were still onsite pumping water from Building 5.
8:35AM	R	I arranged for Servpro to meet onsite to discuss the remediation process once the water had been fully removed.
8:49AM	I	I briefed Real Property Management on the flooding and the Association's initial remediation plans.
8:58AM	I	I informed Paula that I would shortly be onsite to inspect Building 5 and coordinate the Servpro remediation effort.
9:04AM	I	I arranged to meet with Real Property Management onsite to personally review any impacts to their managed units.
9:24AM	I	Jake LaPointe informed me of his concern that water was still infiltrating Building 5 due to extensive ground saturation and told him that I would shortly be onsite.
10:00AM	R	I arrived onsite and spoke with several Building 5 owners and tenants. After viewing the effected units, I immediately began to develop a remediation plan which would include the following: 1) All remaining water would be removed from the basement of Building 5 as quickly as possible; 2) Fans and dehumidifiers would be deployed to mitigate mold and mildew infiltration; and 3) All water damaged sheetrock would be removed at least 24" above the high-water mark and those areas treated with industrial mold inhibitors.

		<i>Note: There are still two alarms sounding in Building 5, but these are not related to the water infiltration and are low battery signals for a smoke detector and a carbon monoxide detector in individual units. The owners have assured that their tenants will replace the batteries.</i>
11:01AM	S	The City of Lebanon Health Inspector contacted me regarding the Association's stabilization and remediation plans for Building 5 and I reviewed the three key initiatives outlined above and agreed to keep them informed regularly.
11:13AM	R	I directed Moseley Associates to send an urgent email to all Building 5 residents explaining the urgency to remove all personal belongings from their basements to facilitate the water removal and the remediation processes.
11:17AM	S	I asked Irving Oil to inspect all furnaces and water heaters in Building 5 to ensure that there were no propane leaks or other safety issues, however, they requested that an electrician certify that the building was safe prior to entering. Dale Pare contacted Simply Energy as they were on the premises for another call and asked them to inspect Building 5 per Irving's request. They arrived onsite shortly thereafter and deemed the building to be safe. I advised Irving of the electrician's assessment, however, they could not provide a timeframe for furnace and water heater inspection.
11:39AM	S	I contacted Harriman's Heating to ask if they could perform this furnace and water heater inspection. They arrived at approximately 3:00PM and we jointly inspected each accessible unit in Building 5. The following water heaters were deemed unsafe: units 66, 67, 68, 73 and 78. Access could not be gained to units 74, 75, and 76.
11:46AM	I	I again asked Moseley Associates to email Building 5 residents urging them to remove basement items to facilitate remediation efforts.
12:00PM	R	Jake Lapointe determined that one of the main drains through Renihan Meadows (and a key channel for Building 5 water removal) had become totally clogged with debris and sediment. Apparently, a water main on Mascoma Street had failed approximately one week prior and the resulting water flow had passed through this drain and caused the blockage. Having determined the location of this fault, Jake cut the pipe in order to dislodge the debris and sediment to expediate the water removal from Building 5.
12:54PM	R	The initially contacted Servpro franchise had still not arrived onsite so I contacted another office as it was critical that this process begin as quickly as possible. They immediately started gathering the equipment necessary to begin the drying process (fans, dehumidifiers, etc.) and dispatched three trucks to immediately started the mitigation process.
1:30PM	S	An unidentified individual had contacted the City of Lebanon Health Inspector again expressing concerns as to the safety of Building 5. As a result, I met the inspector onsite and reviewed the Association's entire mitigation process and remediation strategy with particular emphasis being the prevention of the spread of mold. The inspector agreed that we were doing everything possible to manage the event.
3:25PM	S	Jake LaPointe completed the removal of water from Building 5, cleared the main drain lines between Buildings 5 and 6 of all debris and sediment and replaced six sump pumps in Buildings 1 through 4. Servpro arrived as LaPointe Brothers Plumbing was leaving and immediately began to assess the damage to Building 5 by completing a walk-thru with me of all accessible units and developing a 3D map of the building's basement. They positioned fans and dehumidifiers and began to dry out the units as I made it clear to Servpro that this was the immediate priority.
4:05PM	I	All standing water had been fully removed from Building 5 and Servpro was fully engaged in the drying and mold mitigation processes.

Conclusions

The key conclusions from this event are:

1. This was an Act of God and the 3.2 inches of rain that fell on Monday July 10 was significantly exacerbated by the nearly 9 inches of precipitation officially recorded in Lebanon from June 1 to July 9 resulting in abnormally high ground water levels. **RECOMMENDATION: N/A**
2. The debris and sediment found in the main drain lines from Mascoma Street – which handles effluent from that public road and through which Renihan Meadows drains - hindered the ability of the Building 5 pumping process until those lines could be fully cleared. **RECOMMENDATION: Clean the drains of all sediment and debris annually.**
3. Aside from one of the Building 5 sump pumps that had been deliberately unplugged prior to July 10 (despite being fully operational), LaPointe Brothers Plumbing concluded that there was no negligence or failure, on the part of Renihan Meadows and/or its vendors, to fully observe and comply with accepted industry standards and, further, that the inability of the current pump system to handle the volume last week was the result of an unprecedented amount of water in a very short period which simply overwhelmed the existing mitigation infrastructure. **RECOMMENDATION: 1) Annually review the sump pump capacity to evaluate its ability to appropriately handle expected water infiltration; 2) Annually service all pumps to ensure proper functionality; and 3) regularly inspect the pumps to ensure that they have not been advertently disabled.**