Swann Keys Civic Association 37689 Swann Drive Selbyville, Delaware 19975 Phone 302-436-5111

SWANN KEYS EMERGENCY STREET WATER SHUT-OFF POLICY

The Swann Keys Civic Association is responsible for the operation and maintenance of the common areas and utilities. This policy seeks to encourage Lot Owners to do the same for their own private property.

Turning your water off or on at the street by a qualified person from our office requires 48 hours notice. During office working hours (M-F, 9-2) there is **no charge** for this service.

If it is necessary for Swann Keys personnel to turn water off or on, ***after hours, for any reason,*** a $50 charge will be assessed to the Lot Owner. The problem must be corrected by the Lot Owner and have Swann Keys personnel turn the water back on to insure the problem has been corrected.

Location of your street cut-off valve should be marked with a stick, flag or reflector so it is easily identified. Do not park or place anything over your cut-off valve that impedes access to it.

If a Lot Owner attempts to turn the water off or on by themselves and damages the valve, they will be held financially responsible. Continuing to cut off/on the water at the street, puts wear and tear on the valve and the valve will eventually break.

As an additional safeguard, Lot Owners should consider installing a water shut-off valve inside their home.

Swann Keys Normal Business Hours: Monday - Friday / 9am-2pm / 302-436-5111

Approved by Swann Keys BOD 11/10/2019
Butch Wienhold, President
slf 10/26/2019