



February 12, 2010

Dear Residents of Travis Oaks Condominiums:

On Tuesday February 16, 2010 the water will be shut off from **10:00am to 6:00pm** in order to replace shut off valves in buildings 4 and 5.

During this time it is extremely important that you **DO NOT turn on the water for any reason in order to avoid a mass water pressure issue that occurred last month.**

Below is a synopsis of the water main issues that occurred in January 2010. We appreciate your patience and understanding as RealManage and the Board work to resolve the issues. If you have any further questions please direct them to RealService at service@realmanage.com.

The repeated shut-off and re-initiation of the water three (3) times in less than a week at Travis Oaks caused more than normal amounts of lime and calcium deposits to break free from the pipes and valves. The work completed during these shut-offs included three (3) line breaks. In addition, the City of Austin replaced a fire hydrant within this same time span which reportedly caused sediment issues at surrounding communities also.

The repeated all community shut-offs could not have been avoided due to the lack of shut-off valves at Building 12 (location of initial break); therefore, each time RealManage's maintenance team re-initiated the water to the units it was done at a very slow speed in order to try and prevent any further intrusion of sediment into the lines.

We are waiting on a bid from a local plumbing contractor to install preventative measures that will ensure that this type of event does not happen in the future.

Thank you in advance for your cooperation into this matter and we apologize for any inconvenience this may cause.

Sincerely,
Cristy Chatfield
Community Association Manager for Travis Oaks Condominiums