



**Dunwoody Village**  
**MEMORANDUM**

December 9, 2022

**TO: All Residents, Staff, and Families**

**FROM: Maureen Casey, President/CEO**

**RE: Today's Water Issues**

This morning our alert laundry staff and our grounds staff notified Maintenance of two separate water/sewage events that were in process. Maintenance and Environmental Services responded swiftly and immediately began to mitigate the damage. The issues were on the lower level, primarily in the laundry/housekeeping area and in the new lower elevator lobby and the new lower men's and women's bathrooms. Additionally, water impacted the edges of some carpets in Fitness and the Furniture Hallway. The water did contain sewage and a remediation company was immediately contacted and arrived on site quickly.

We worked with the sewer pit contractor and also brought pump trucks on site; we did not need the trucks as the water receded when the township remediated the clog on the other side of West Chester Pike. The pit did fill, but the electrical is not yet completed so the pumps are not yet working. We did need to shut down water for a brief period so dining services did need to outsource meals today.

If it were not for the keen eyes and swift action of our team, this issue could have been much worse. Maintenance, Environmental Services, Human Resources, Dining, Marketing, Health Services, Wellness and all of our staff partnered together to calmly and completely address this issue. I am very proud and very grateful to our team of responders.

The remediation company is still on site but has assured us that it is okay for residents to travel the Lower Level. We will have more information on Monday and I will provide an update. We are still scheduled for our township inspection next week. We are cautiously optimistic that we will be able to move forward with our Grand Opening on Thursday.

Thank you for your understanding and support.