

IMPORTANT CONTACT INFORMATION

Alert Realty & Investment Company, Inc.
1132 Francis St, Longmont, CO 80501
Office 303-776-5156
Fax 303-776-7576
email rent@alertrealty.net

For after-hour emergencies:

leave voicemail with maintenance problem and address and then call the emergency number on message.

EMERGENCY 911

(police, fire, ambulance)
Longmont Police desk 303-651-8555

City of Longmont

General information 303-776-6050
Utility Billing 303-651-8664
(electrical, water, sewer, trash)
Electrical outage 303-776-0011
Water outage 303-651-8563
Trash Removal 303-651-8416

Xcel Natural Gas

Gas service will be set up by our office

Town of Lyons

303-823-6622

Idaho Creek Subdivision

Elect, United Power 303-659-0551
Gas, Source Gas 1-800-563-0012
Water, Left Hand 303-530-4200

Telephone (other companies available)

Qwest 1-800-244-1111

Television / Cable

Comcast 1-888-824-4010

US Post Office

1-800-275-8777

EMERGENCY MAINTENANCE is available after hours and on weekends by calling the emergency number given on the after-hours message at the regular office number

Call 303-776-5156 and leave voicemail with address and problem and then call the emergency number in the message.

An emergency is considered to be only those circumstances where health, safety or significant property damages are threatened, underway or have been caused.

For instance: lack of heat in freezing weather, all toilets are clogged, broken pipes or uncontrollable leaks are emergencies.

NON-EMERGENCY MAINTENANCE

requests can be made by calling the office during regular office hours or leaving voicemail after hours. These can include clogged sinks or disposals, pest control, controllable water leaks, etc. Be prepared to be specific about the location and nature of the maintenance problem.

You may need to be resourceful and patient with non-emergency repairs.

You may need to use ice or a cooler until the refrigerator is repaired, or heat water on the stove until we can get hot water restored.

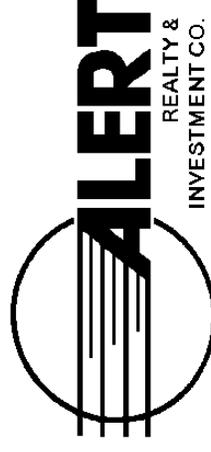
Timely reporting of problems that are not emergencies but can cause major damage over time, such as loose bath tiles or a small roof leak **is REQUIRED** by your lease to avoid charges from consequential damages. Any call for maintenance is permission to enter your home, of course.

TENANT INFORMATION

Welcome to your new home!

PLEASE READ CAREFULLY
Important instructions and tips for prevention and correction of common household problems

Plus contact information and maintenance procedures



Alert Realty & Investment Company, Inc., is an agent for the property owner. We are an equal opportunity landlord, and our policies and procedures conform to applicable Colorado and federal Fair Housing Laws.



Caring for Your Rental Home

RENTER'S INSURANCE is important and so cheap. Can you afford to replace your things from theft, or pay for an accidental fire?

REMEMBER TO TEST YOUR SMOKE & CO ALARMS MONTHLY! Change batteries on the first Sunday of April and the last Sunday in October, when you change your clocks to and from Daylight Saving Time!! Just ask: Free 9V & AA batteries are at the office!

Gas Appliance areas like furnaces and water heaters must be kept free of combustibles, including cardboard.

Stoves are not designed for cooking on HIGH for long periods, or with cookware that needs to be red hot. To prevent harm to the paint, you will need to use another appliance.

Ovens can be a temporary heat source: use low heat and open door to 'broil' position.

Garbage Disposals are a frequent maintenance request. First scrape the dishes into the garbage before rinsing, and don't put anything into the disposal you cannot chew.

If it stops working, first push the reset button on the bottom of the machine and retry the disposal. If you hear a buzzing noise, that means the disposal is jammed. Turn the switch OFF, and then put the hex tool into the center hole on the bottom of the machine. Turn gently back and forth until free, and then remove the tool, remove the obstruction with your hand, remove your hands, and try the switch again.

Refrigerators are often subject to expensive repairs when children climb up and break the shelves and interior. Keep the temperature controls in the middle to prevent icing.

Plumbing systems need care too. DO NOT put grease down any drain and always use the strainer in the kitchen sink. DO NOT put feminine products, paper towels or large quantities of toilet paper in toilets.

Bath drains and sinks can run slowly if clogged with hair, so periodically use your fingers or tweezers to remove hair clumps.

Faucets that drip or stream constantly need to be reported. Do not apply excessive pressure as this can break the stem or faucet handle. Please call us to fix your dripping faucet at no charge to you.

Bathtubs and tiles: Report loose tiles, grout or caulk immediately! Also, clean twice each month. Use products with bleach to kill mold spores. You can mix your own bleach solution by adding ¼ cup of bleach to a gallon of water. Poor cleaning habits result in higher costs against your deposit.

Bath fans and bath windows should be used to reduce the steam in the bathroom. Excessive warm moisture can cause mold to grow on the ceilings and walls, and result in higher costs against your deposit.

Vinyl floors in bathrooms can be water damaged if you allow water to stand on the floor. Please wipe up the water from the floor after your shower or bath.

Electrical outlets in parts of the home might be a tripped breaker or GFI receptacle. Check the breakers, to reset them: push to OFF then back ON. Push RESET on the GFI in the kitchen, bath or garage. Call the office if you continue to have problems.

NO PAINTING is allowed without permission. **Curtains and mini-blinds** can be damaged if you do not use them properly. We insist that you use the strings, cords and controls instead of just using your hands.

Carpets can be preserved with frequent vacuuming, quick and thorough cleanup of spills (use no bleach), and by using area and throw rugs in rooms and hallways. Families with small children who wander with food will want to seriously consider this last trick to avoid permanent stains in the carpeting.

Pests are best prevented by cleanliness. We need you to make the first attempt at pest control and removal.

Doors, windows and screens are often damaged by someone getting locked out and trying to break in. Instead, call the office or call a locksmith – it's usually cheaper.

Lawn watering is important during the growing season. Lawns should be watered every 3rd day for 15 - 20 minutes in each area. You can decrease your watering after a soaking rain or for mandatory restrictions. Report system problems then water manually.

Lawn mowing and weeding should be done when the grass grows over 3-4" in height.

Fall leaf raking and pickup to be done 2-3 times to prevent damage to the lawn.

Snow removal must be completed within 24 hours after the end of the storm.

Unhook your hoses in freezing weather to prevent freezing and breaking the valve and water line. This can cause extensive and expensive water damages inside, and repairs will be done at your expense.

Storage of personal items outside of the rental unit is generally not allowed. Plan on renting a storage locker if you have a lot of things that don't seem to fit inside.

Park only on driveways, garages & carports. Do not drive or park on the grass or yard! All vehicles must be licensed and insured.

#####

Please call the office for any clarification.
More issues are addressed in
our **Frequently Asked Questions** list.