



# Tenant News



September 2008

## ARE YOU READY FOR WINTER?



It is almost winter again, and during this time of year, it is vital that your furnace filter be changed. Multiple maintenance pages this time of year are due to heaters shutting down. The number one reason furnaces shut down in the winter is due to dirty filters. Changing the filter is the responsibility of the tenant, not the owner. It is as essential as changing a light bulb. If a heater shuts down at night, and a technician is called out and finds that the source of the problem is the filter, LREC will bill the service call to the tenant. If the heater shuts down, the approximate cost to repair is \$250-350. Also remember to disconnect all water hoses from hose bibs. Freezing due to hoses not being disconnected will be a tenant charge. If they freeze they could also cause serious problems. All sprinkler systems will be winterized before October. If there are problems after the winterization, please let us know immediately.

## MAINTENANCE REQUESTS

Please don't forget LREC's policy for maintenance. Maintenance requests must be in writing and submitted to the Maintenance Department via e-mail, fax, or mail. Please be sure to include a detailed description of the problem, phone numbers that you can be reached at, and if the vendor is allowed to enter with keys. If you have an emergency during business hours please call and inform your Property Manager so the problem can be resolved. If it is after hours, please call the office and follow the instructions or e-mail us through our emergency response form on our web site. Give a complete message describing the emergency and leave a return phone number by phone or e-mail. **NOTE: AN EMERGENCY IS DEFINED AS UNCONTROLLED RUNNING WATER, OR LACK OF HEAT BELOW 32 DEGREES!**



## How to Light a Pilot Light

1. If the pilot light has blown out, turn the pilot knob to **OFF** and wait until the residual gas has cleared. **Do not attempt to light the pilot until you no longer smell gas.** If after 5 minutes, you still smell gas, turn off the gas shut-off valve and call the gas company about a possible gas leak.

2. If you are lighting the pilot after the gas shut-off valve has been closed, turn it on and wait 5 minutes before moving the pilot knob. This allows gas to reach the unit.
3. Turn the pilot knob to **PILOT** and push down the red reset button or the pilot knob itself, depending on the model you own.
4. While still depressing the button or knob, place a lighted match near the tip of the pilot. Keep the knob or button depressed for a full minute after it lights. If the pilot does not light right away, close the gas shut-off valve, and call the gas company
5. Turn the pilot knob to **ON**. You should have a lighted pilot now (For a water heater turn the temperature control dial to the desired temperature, generally between 130 and 145 degrees to prevent scalding, but to ensure proper sanitation, if you own a dishwasher).

## ANNUAL INSPECTIONS

Every year, we contact our owners and ask if they would like us to do an annual inspection of their property. This inspection is just a walk through to check the condition of the property to make sure things are working properly, and do any preventative maintenance. We are looking to get these inspections done soon. Please contact your Property Manager prior to October 30<sup>th</sup> to schedule a date and time for this inspection. If we do not hear from you prior to this date a letter will be sent to you with a time and date that will work for your Property Manager to complete this inspection. If you moved into your property on or after April 1, contact your Property Manager to find out if an inspection is necessary. Again, you will be given notice that someone is coming and we have keys in our office so it is not necessary for someone to be home. If you have any questions, please contact your Property Manager.

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