

111 Rowland Place- For Your Information

The following information may assist you in becoming familiar with your new home and its surroundings- included are some useful phone numbers, property utility information and helpful hints.

Important Phone Numbers:

For all major emergencies, first dial- **911**

For non-emergencies (Tyler Police Dept.)- (903)531-1090
Chris Rasure- cell phone (Owner)- (903)245-6304

Garbage service (Tyler Municipal Solid Waste)- (903)531-1388
Electric service (TXU Energy)- (800)818-6132
Natural Gas service (Centerpoint Energy)- (800)259-5544
Cable Television service (Suddenlink)- (903)595-4321

Helpful Hints:

1. Forms, information and my email address can be found at the following web-site:
www.rasureproperties.com
2. Trash pickup for 111 Rowland happens twice per week. A full pickup schedule (including recyclables schedule) can be found at: <http://www.cityoftyler.org/Departments/SolidWaste.aspx>. They even have a handy iPhone app! The recyclables bin must be placed curbside for pickup (and then returned to its spot in the carport); the trash bins can stay behind the garage however as I pay for them to go get them. Please, no loose trash in the bins- **bag all trash.**
3. A fire extinguisher is located near the clothes dryer in the back commons area (a second extinguisher may be located in your kitchen cabinet area as well). Use short bursts aimed at the base of the fire. Never use water on a grease fire; either use the extinguisher provided, cover the pan/pot with a lid to smother the fire or throw baking soda on it to do the same. If the fire is too large to control quickly, call 911.
4. The main electrical shutoff for your home is located near the clothes dryer in the back commons area. Each breaker box is numbered to correspond to the appropriate unit. If you have lost electricity in a portion of your unit check to see if a breaker has tripped (you will see it flipped in the opposite direction of the others). To reset it, flip the switch back to the "on" position (sometimes you have to flip it on, off and then back on again). If this does not solve the problem, or if a breaker trips on a regular basis, please contact me.
5. The main gas shutoff for your home is located outside in the back patio area, along the back wall of the building. There may be an individual shut-off valve on the line supplying each appliance as well. Shut off the gas by turning the valve 90 degrees, that is, so that it crosses the direction of the supply line. If you suspect a gas leak, please contact Centerpoint Energy and myself.

6. The main water shutoff for the property is located in the front, near the street curb. Please be aware that shutting off the water at this valve will shut off water to the entire building. If a pipe has burst or there is some other emergency, close the main valve and call me. You may be able to shut off water to individual faucets, the toilet, etc. by turning off the supply valve for that fixture alone. Remember- turn right to shut off, left to open the valve.
7. If your home is equipped with a garbage disposal please use it for edible items only. Feed leftovers/food waste into it gradually along with plenty of cold running water. **Please do not pour oil or grease into the disposal or any other sink drain.** It will slowly clog the plumbing and reduce your drain flow. Take care to keep silverware, small dishes and all other objects (including your hands) out of the disposal at all times.
8. Whenever water rises in the toilet bowl, do NOT try flushing the toilet again. The bowl can only hold one tank of water at a time. Flushing a second time will most likely cause the bowl to overflow. To quickly stop the water flow from the tank to the bowl, remove the tank lid and push the rubber stopper down to seal the tank outlet. To resolve a clog, first try a plunger. Proper plunger use and a second flush will clear the clog 75% of the time. Do not flush anything other than toilet paper and waste. Other items may disappear from the bowl when flushed, but that's no guarantee that they'll clear the sewer pipes completely. A blocked sewer pipe could cause a problem for the entire building. Such a blockage may require a plumber's visit whose bill would be your responsibility.
9. If your unit is equipped with a portable dishwasher please be sure you are familiar with its use. I am happy to show you the proper way to hook-up, use, and unhook the dishwasher from your sink. It's not difficult, but not following directions can result in dishwasher damage or water spraying everywhere!
10. 111 Rowland Place was built in the early 1930s. Building upgrades over the past 70+ years have resulted in a few oddities- Here's what I know as of today:

Although all units share one water meter and main-line, there are four separate water heaters.

Unit #1- water heater supplies washing machine; light switch in unit controls 1 common foyer light

Unit #2- light switch in unit controls 1 common foyer light; light over washer is on the breaker box

Unit #3- front porch light is on this breaker box; foyer lights may be on this breaker box as well

Unit #4- clothes dryer is on this gas meter

Average gas bill: \$45-50/month; average electric bill: \$145-185/month (as of 2015-2016)

All of this information is taken into account when determining rent amounts, and as I learn more about the building's systems, I'll pass the information along.

Updated- 10/01/16