

Winter Weather Notice & Cold Weather Check Off List

We all like surprises, but just as long as they are pleasant! The following information will help you, as tenants, keep the cold weather from catching you unprepared. Water can damage your home—and your possessions—if a pipe freezes and breaks. Just imagine the mess to clean up—not to mention the costs of repair and replacement which will be very expensive.

Don't wait until it's too late to do what you can to prevent winter's chill and damage. **Remember that this is your responsibility as a tenant and you will be held liable for any and all water damages, defrosting &/or repairing frozen pipes and plumber expenses.** So a minor additional expenses that you will have leaving the water dripping, etc. will more than compensate for the hourly rate of a plumber &/or contractor &/or our team (Minimum of \$35 per hour during normal business hours but as high as \$75-\$145 per hour for evenings & weekends).

Before first frost or below 40 degree temperatures start

- Disconnect and drain outdoor hoses. Bring them inside or into your basement/garage. If you can not - Call us to pick them up. Water Faucets are common property (along with roofs) so if we notice them still connected in winter, we will remove them & bill your account a \$25 removal fee.
- Turn off water to your sprinkler system & open the drain.
- Insulate pipes or faucets in unheated areas. An old towel or garbage bag filled with old newspaper taped around outside water faucets will protect the pipes from freezing.
- Seal off access doors, air vents, and cracks. It is amazing how much heat leaks out from these areas. You can find the vents and doors on the outside of your building near the foundation. Again use bags filled with newspaper to seal off these areas. Such an effort could also lower your heat bills by a few bucks and help avoid the risk of frozen pipes.
- Find the master shut-off. It may be near the water heater or washing machine. More likely it's where the water line comes into your house from the street, if a pipe bursts anywhere in the house or duplex-- kitchen, bath, basement or crawl space - this valve turns it off - You will need a water shut off tool. So find it right now, buy the tool and paint it a bright color or hang a tag on it. Be sure everyone in the family knows where it is and what it does. Call city water if pipes burst:

City Water 883-5366 or 883-5392 after 5pm or weekends & holidays - *Emergencies Only*

When bitter cold/below 32 degree temperatures are predicted (which is quite often here in K.Falls - **temps are often below zero**);

- Open cabinet doors under sinks on outside walls to let in warm air, Make sure laundry room doors are open & above 55 degrees.
- Let hot and cold faucets trickle overnight. Drip both as Hot lines freeze faster.
- If you'll be gone for several days set the heat for no lower than 55 degrees (Safer at 60 degrees). Have someone check your home once in awhile to make sure the heat is on and all is well.
- Email us at info@t-crealty.com, call 883-3421 enter # &/or mail & let us know when you will be out of town.

When we have snow & ice, be sure to:

- Keep all of your areas of your use free and clear of ice & snow. Ice/Snow melt does wonders. Make sure only to buy concrete friendly types. It does not take much but it will melt the ice - Read the directions for use. Cat litter doesn't work as well.
- Keep the sidewalks on the rental property free and clear of ice & snow at all times. Fines levied by the city for noncompliance, Damage to the concrete by freeze & thaw &/or pet urine will be billed to your account/split (See below **)
- Keep access to your mailbox & garbage cans free and clear of ice & snow - postman & garbage company are not required to deliver mail or pick up garbage if the path is not clear.
- As snow comes off the roof - especially metal roofs - it tends to curl back towards the windows and if not removed can curl back and break the windows or cause ice to build up the eaves which ice dam back under the roof and melt and cause major damage. Please remove regularly & make sure you stand at a safe distance to do this. Brooms work the best.

Icicle Build Up - please email, mail or phone us when large icicles start to form. These can be very dangerous and should be removed by us.

A few other tips to help keep your home warm and lessen heat loss:

- Put a towel or blanket in front of the entrance doors to your home. Cold air usually enters your home through these small openings. Inexpensive rubber (NO FOAM) weatherstripping can also be easily installed.
- You can create air pockets to insulate your home by putting cellophane wrapping an inch or so from your outside windows. Exterior Use Only. Not necessary if you have storm or double pane windows. Fred Meyers/Home Depot/Diamond all sell kits for this. Make sure not to cause damage to the windows, doors &/or trim. If too much moisture is being trapped & you must remove the wrapping or else your account will be charged to have the damage repaired.
- Lots of people forget to close their storm windows & screen door storms during winter—check to see if yours are closed.

If you have any questions or do not know what needs to be done with a particular item, do not hesitate to contact us. Just drop us a voicemail message Toll Free 24 hours at 1-866-883-3421 ext. # , email us at help@t-crealty.com &/or a note (Town and Country Realty, 2300 Biehn, Klamath Falls, OR 97601) and we will try to answer your questions. If you are unable to perform your tenant duties - Submit the I Need Help form to inform us right away so we can hire this work done. Your account will be billed for this cost.

Remember to shovel your driveway & all sidewalks attached to your dwelling - This is your responsibility!

If you do not comply with this form, disconnect hoses from all outside faucets, &/or do not shovel/remove the snow and ice - we will hire these services out &/or perform them ourselves and your account will be billed \$35 a hour with a minimum one hour charge &/or you will be served with a notice of non-compliance and your account billed the \$25 noncompliance fee for having to service a warning/violation notice..and all fines charged by the city will be passed through to your account &/or ** split between occupied units if on same lot (have seen them as high as \$500 for not shoveling).

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Klamath Falls, Oregon

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Be nice, keep shoveling

City asks residents to keep sidewalks clear

By ANGELA TORRETTA
H&N Staff Writer

Klamath Falls officials have a request for residential and commercial property owners:

Be nice, and keep your sidewalk clear of snow.

"It's common courtesy living in the community," said City Manager Jeff Ball. "If everyone takes care of their own sidewalk, it's a lot more convenient, and safer for pedestrians."

But keeping one's sidewalk clear is more than just a nice thing to do. It's also required by city ordinance.

Those who ignore the matter could face a fine of up to \$500.

Ball said the city will be especially strict with property owners whose sidewalks have a high volume of pedestrian traffic.

Sidewalks need to be cleared by 8 a.m., city officials said, and as often as needed throughout the day.

Dennis Telle, manager of the downtown Safeway, said he was surprised to hear the snow had to be cleared that early, and wondered how often he would have to

go out on heavy snow days.

He will probably end up shoveling most of the full block the store is responsible for himself, he said.

"I can't see putting an employee out there and having them shovel," he said. But, he added, "You don't want someone slipping out there. It's a safety hazard."

City officials also ask property owners and residents to not shovel snow onto streets or other public spaces.

Excess amounts of snow interferes with plowing and drainage as it freezes and creates obstructions, officials said.

They also ask residents to clear

streets of all personal property such as portable basketball hoops, skateboard ramps and rails, utility and RV trailers, and motor vehicles not used on a daily basis.

Such items often block the path of snowplows, officials said.

Anyone who fails to comply could be fined up to \$400. City officials may also remove objects and send the owner a bill.

Property owners may also be held responsible for any damage or injury done to people or equipment as the result of negligence.

For more information call the city's street department at 883-5385.