



### November 2010

#### Address

14655 Northwest Freeway  
Suite 124  
Houston, Texas 77040

#### Phone

(713) 895- 9966  
(800) 275-7776

#### Email

[info@terraresidential.com](mailto:info@terraresidential.com)

#### Website

[TerraResidential.com](http://TerraResidential.com)

***Houston's Only  
Certified Residential  
Management Company.  
Specializing in Investment  
Brokerage & Management  
Since 1990.***

### Serving You

**Michael Mengden  
MPM®, RMP®, GRI®  
President/Broker**

(713) 895-9966 x305  
[mmengden@terraresidential.com](mailto:mmengden@terraresidential.com)

**Bridget Mengden  
Accounting**

(713) 895-9966 x304  
[bmengden@terraresidential.com](mailto:bmengden@terraresidential.com)

**James Dominy  
Property Manager**

(713) 895-9966 x308  
[jdominy@terraresidential.com](mailto:jdominy@terraresidential.com)

### Never Ignore Water

Water is a necessary element to support life and when it concerns rental property, water usage must be available to tenants. However, water can be destructive. This can come from an act of nature, such as a serious flood or hurricane. If there are repairs left unchecked in a rental property, water can cause anything from minimal to major havoc and damage.

Water problems can affect just about every area of the property, inside and out.

- Kitchens have many potential areas for water problems. Dishwashers, refrigerators, and ice makers all can have poor hose hook ups or develop a leak. Sinks and garbage disposals can back up or overflow due to poor plumbing. Even a slow drip over time can cause a lot of damage.
- There are utility rooms, laundry areas, garages, and basements with water connections. Washing machines can overflow or have problems with hoses or improper hook ups. Water heaters can start leaking. Basements can develop cracks in their foundations.
- Bathrooms certainly can have water problems. Most new homes today have two, three, or more bathrooms. Therefore, a property can have a variety of toilets, sinks, showers, and bathtubs. Even if there is only one bathroom, it is critical that plumbing leaks be fixed quickly to avoid more damage. Moisture can accrue quickly in these areas, causing mold.
- Water can affect the exterior of a residence. You can have faulty drains that can back up and leak into the residence. Irrigation systems can cause standing water, which can lead to pest problems.
- Roofs and gutters can leak. Periodic checks are necessary for roofs to prolong life. Backed up gutters occur when leaves or debris fall and should be cleaned out as soon as possible.
- It is possible to have structural plumbing problems. Plumbing in the ceiling or under the floor can become faulty or pipes can burst during certain weather conditions.

**Jennifer Steward**  
**Property Manager**  
(713) 895-9966 x306  
[jsteward@terraresidential.com](mailto:jsteward@terraresidential.com)

**Carolyn Marsh**  
**Assistant Property Manager**  
(713) 895-9966 x303  
[cmarsh@terraresidential.com](mailto:cmarsh@terraresidential.com)

---

## Our Services

---

- Leasing
- Make Readies
- Rent Collection
- Evictions
- Electronic Statements
- Online Payments
- Property Acquisitions
- Sales
- And More

---

## Announcements

---

**Check Your Insurance:** Events can happen - flood, extreme heat, hurricanes, fire, and more! It is important to check your insurance to obtain the best coverage possible and ensure that it is current. Review now with your insurance agent before a disaster/emergency occurs.

**If An Emergency Occurs:** Our first priority during any emergency is to handle the situation, taking any necessary measures for the safety of your property and your tenants. Then, we will contact you as soon as we are able.

**Water can cause dangerous liability issues.** If a tenant is without water for an unreasonable time, you are dealing with a habitability issue, unless it was caused by an act of nature, such as a hurricane or flood.

- The legal system views contacting the water company to turn off service to force the tenant to vacate retaliation and can mean legal action against the property owner.
- Shutting off the water to prevent flooding and to facilitate a repair is fine unless you do not complete the work in a reasonable time.
- Water can lead to toxic mold, one of the most serious issues in rental property today - the settlements for mold have been in the millions.

**Do not despair; there are preventative measures to avoid most problems.** As your Property Management Company, we take steps to handle any issue caused by water.

- We educate and encourage tenants to report maintenance as soon as possible. It is better to know about a problem and address it early to avoid repairs that are more extensive.
- We work to use preventative maintenance. Fixing a small leak or clogged gutter is better than having a more costly repair.
- We use qualified vendors for any repair, large or small.
- We immediately address any mold issue. We contact licensed mold professionals to determine if it is toxic mold and what necessary steps it will take to correct it.
- We contact property owners as soon as possible with the facts so they can make informed decisions on water issues.

It is necessary to take a proactive approach toward water problems. It is equally important that property owners keep up with their insurance coverage. Just do not ignore water problems; they can be resolved.

Terra Residential and CNR  
partner to improve **Cash Flow!**

## Our Associations



- 8% Insurance Rate Discount for TERRA  
RESIDENTIAL CUSTOMERS

- Up to \$500,000 Personal Liability Protection PER PROPERTY
- Lower Rates for Real Estate Investors
- Broad Coverage Form
- Current CNR Customers can call for these greater discounts
- This product is for Texas, Oklahoma, and Arizona

Example Quote: \$120,000 Home, Built in 2006

**ANNUAL PREMIUM: \$639.00**

CALL CNR TODAY

972.248.2415 | Toll Free 800.539.1744 | Fax 972.248.4294

[info@cnrbrokerage.com](mailto:info@cnrbrokerage.com) | [www.cnrbrokerage.com](http://www.cnrbrokerage.com)

The material provided in this newsletter is for informational and educational purposes only. It is NOT legal advice.  
Although we believe this material is accurate, we cannot guarantee that it is 100% without errors.