

Watercrest at Shadow Creek Ranch
Resident Information

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About this Document

This document is a narrative based on web pages online (<http://wc.dknodel.com>) and was developed by request for residents who do not have online access.

Since it is presented in PDF format it will also contain links to items from those pages and elsewhere for the convenience of readers with online access. The information presented here for the most duplicates, in narrative form, the content of those pages about Watercrest on my web pages and the links are helpful but not necessary.

What's NOT in this document

Timely information on the [website](#) that can't be updated in print format, such as:

- Activity Schedules
- Bus Schedule
- Menus
- Monthly Calendar

Most of the timely information listed above will be placed in the cubbyhole for your apartment.

I developed the [web pages](#) this narrative is based on in [my](#) now 6+ years as a resident and I update the web pages regularly.

This document is available for [download here](#).

General Information

Watercrest at Shadow Creek Ranch

A Senior-exclusive independent-living apartments in west Pearland, TX with 222 apartments and 8 row-style Villa apartments from one- to three-bedroom apartments on 4 floors with inside hallways and elevators. Amenities include resident garages and parking, meal plans, pool, gym, activities and beauty salon among others.

Location

Pearland, Texas, is located on the Gulf Coast of Texas, about 50 mi [84.4km] north of Surside beach and 23 mi [37km] south of Houston, Texas. The climate zone is sub-tropical; freezing weather is rare but happens a few times a year. Summers are hot and humid.

Address

Watercrest is located just south of Beltway 8 and west of highway 288 South on Broadway Street in Pearland, TX:

11745 Broadway Street
Pearland, Texas 77584
USA

Directions

From IAH Bush Intercontinental Airport [35 mi]

Take Will Clayton Parkway to I-69 South toward Houston
In Houston, take I-288 South toward Pearland, then
West on W. Broadway St/Smith Miller Road
Watercrest Apartments is on the right, just past Bayou Bend Drive

From HOU Wm Hobby Airport [9 mi]

Take Airport Blvd to TX-35 South/Telephone Road
Exit to Beltway 8 West tollway (or stay on the frontage road to avoid tolls)
Exit to Highway 288 South then
West on W. Broadway St/Smith Miller Road
Watercrest Apartments is on the right, just past Bayou Bend Drive

Hours

Concierge, Daily, 7am – 8pm

Lobby Hours, Daily, 8am – 8pm

Office Hours, Weekdays, 8:30am – 5:20pm, Saturdays, 9:30am – 4:30pm

The Concierge can answer most questions and sign residents up for events, and for shopping, and medical trips requiring the Shuttle. General trip distance limit 13 mi radius.

Bus schedule changes sometimes so keep an eye on the newsletter and monthly calendar.

Resident Handbook

You should have been given a Handbook with guidelines for residents of Watercrest. An electronic version is available in [PDF format](#) for download or as [Web Pages](#).

Also in the materials should be an application for name tag, door nameplate, and a form for your [optional] listing in the resident directory.

Understanding Apartment Numbers

2 1 0 1 (Example Apartment Number)

| | |

| | Apartment Number

| Floor Number

Building Number (how far around the floor the apartment is)

To Find an Apartment

Take an elevator to the floor indicated by the second digit. Use the signs near each elevator to guide you. The building numbers change at the fire doors and generally go around to the right from the main entrance/elevator - apartments 1xxx and 2xxx are to the left (as seen when exiting the main elevator #2).

Brief Directory

Floor 1: Concierge, Café with TV & Vending, Resident Dining, Swimming Pool, Offices for Director, Business & Sales

Floor 2: Resident Activity & TV, Gym, Beauty Salon, Activity Offices

Floor 3: Signature Dining & TV Lounge

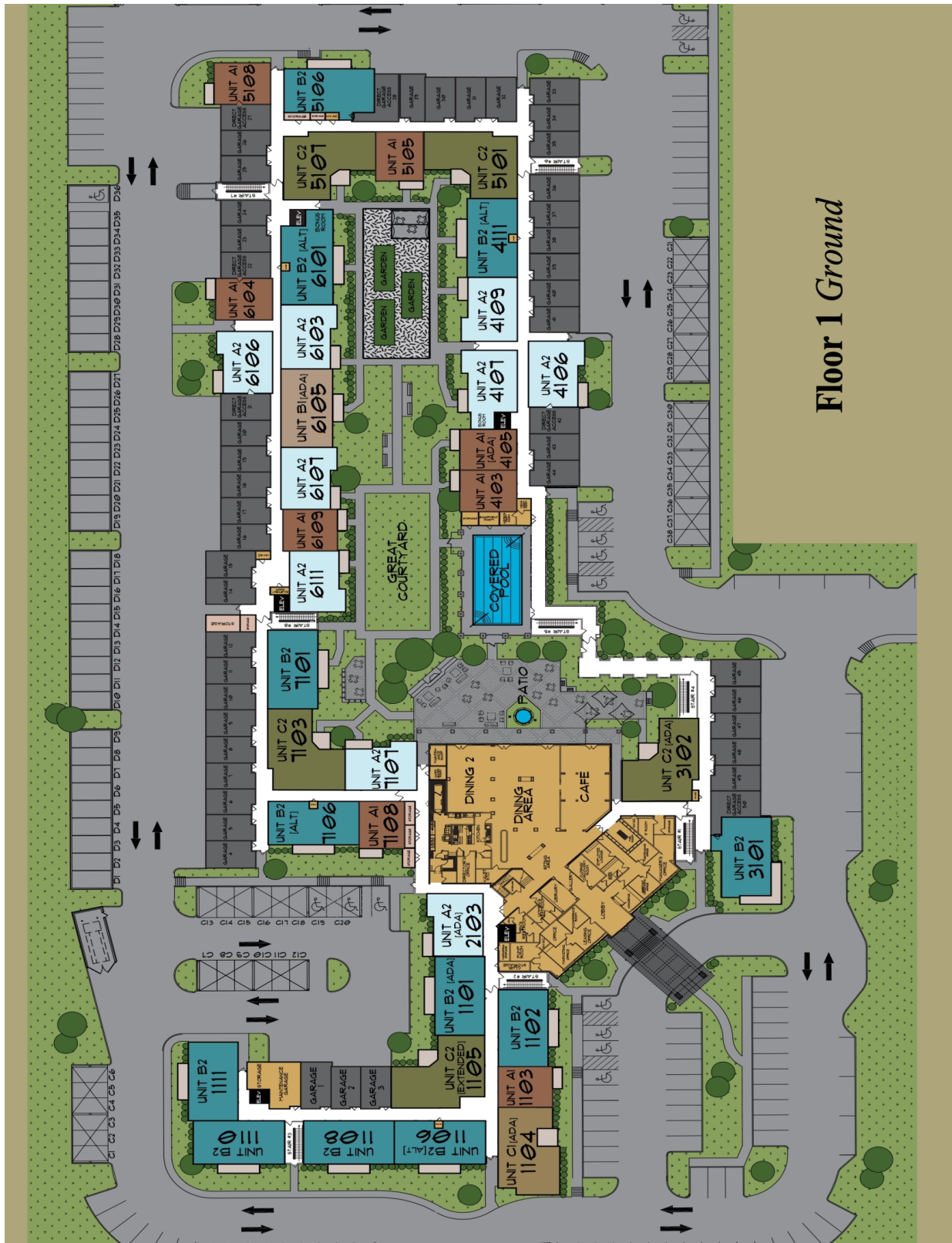
Floor 4: Card, Pool, and Ping-Pong Gaming tables, TV Lounge, ATM

The following pages show the layouts of the 4 floors, elevator locations, and detail of the clubhouse/common areas that are closed after hours.

Locations of the 5 Elevators



Floor 1 Layout



Floor 1 Ground

Floor 2 Layout



Floor 3 Layout



Information for Residents

After Hours Entry



The main entrance is locked overnight. There is an **alternate front entrance** for residents set back and to the right of the main entrance: **Your fob opens any other entrance except the main entrance at any time of day or night** (cf *Watercrest Entrances* next page).

Fob Buttons for Doors and Gates



Entrances to Watercrest

Your Fob opens any entrance to Watercrest at any time of day or night.
(except for the Main Entrance which is locked after hours)

Map of Watercrest Entrances

These Doors have no Keypad or Key

After Hours Front Entrance

After 9 pm Mail Access

Entry Gate Keypad

1 Key

2, 3 Keypad

4 Large Keypad

5 Large Keypad

First Floor Map Legend

- Brazos (A1)
- Pedernales (B2)
- Frio (V1)
- Blanco (A2)
- Colorado (C1)
- Travis (V2)
- Whitney (B1)
- Sabine (C2)
- Common/Clubhouses/Areas
- Conal (C3)
- Storage Units

Keypad - Guests can enter a code to phone you for entry
The large button on your key-fob will open the door when pressed near the entrance

Key - The large button on your key-fob will open the door when pressed very close to the box

If there is no apparent Keypad or Key near the door the large button on your key-fob will open the door when pressed near the door handle

Elevators - there are 5 Elevators throughout Watercrest

Accessibility Icons: Wheelchair, Hearing Aid, Service Dog, Braille

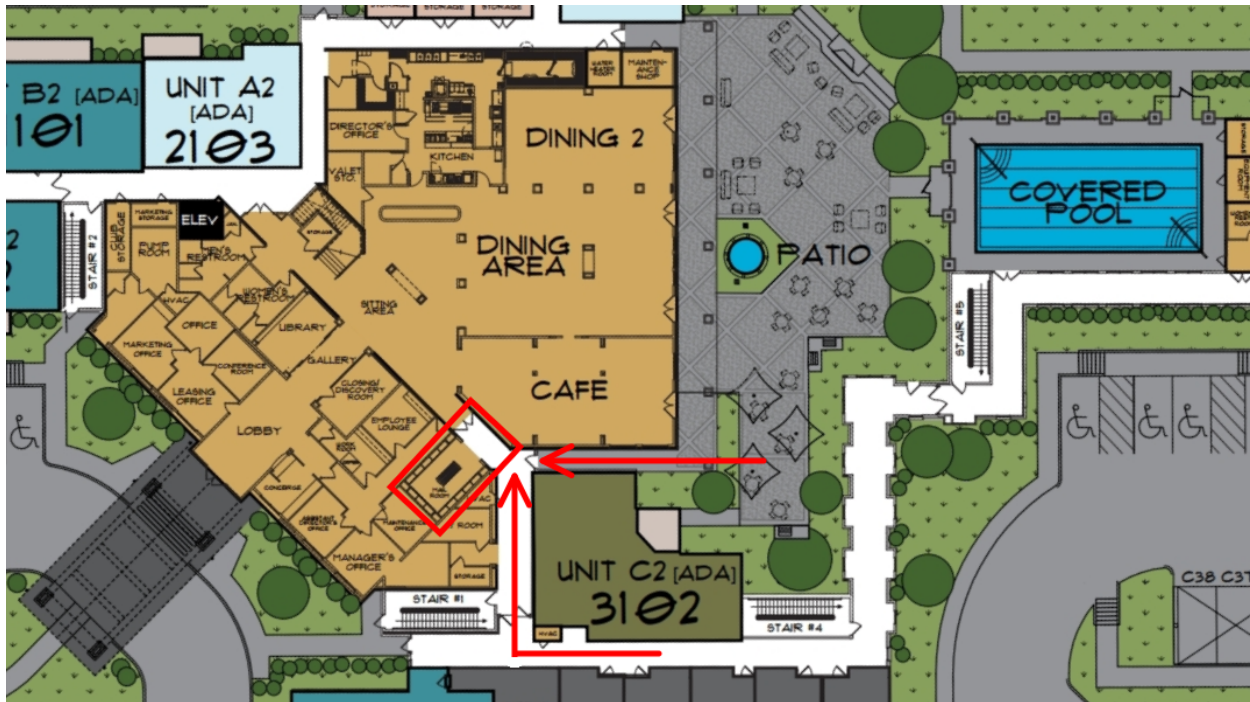
Compass Rose: N, S, E, W

This sheet is used for illustrative purposes only. Floor plans and standard features may vary according to style selected and are subject to change.

Mailboxes After Hours

The **Clubhouse/Common Areas** (p. 7) are locked after hours when the Main Entrance is locked.

You can access the Mailbox after hours using the pool-side hallway (building 4) or from the courtyard. (cf. [Watercrest Entrances](#), p. 9)



ATM

There is an Automated Teller in the 4th Floor activity area – go inside the activity room and into the alcove inside – you can't see the machine from the window.

Exterminator Pest Control

An exterminator comes every Tuesday. Schedule your appointment with the Concierge.

Cart

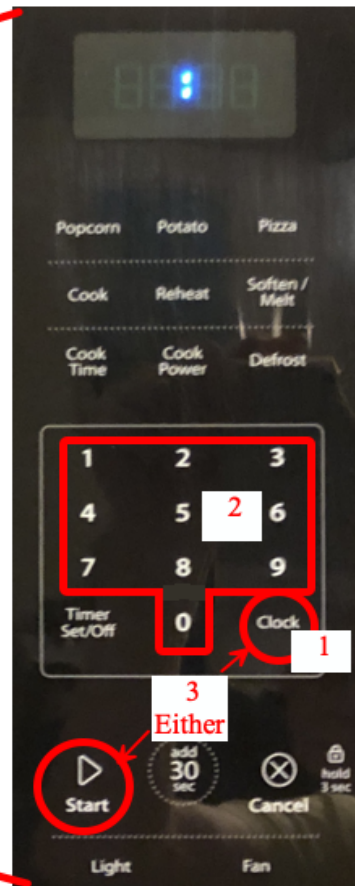
You can borrow a cart from the storage closet to the left of the serving line in the Main Dining Room; best to confirm with the Concierge before you take it (or not,).

Setting Clocks

Microwave Clock



Setting Microwave Clock
*(Press **Cancel** to just stop the blinking)*

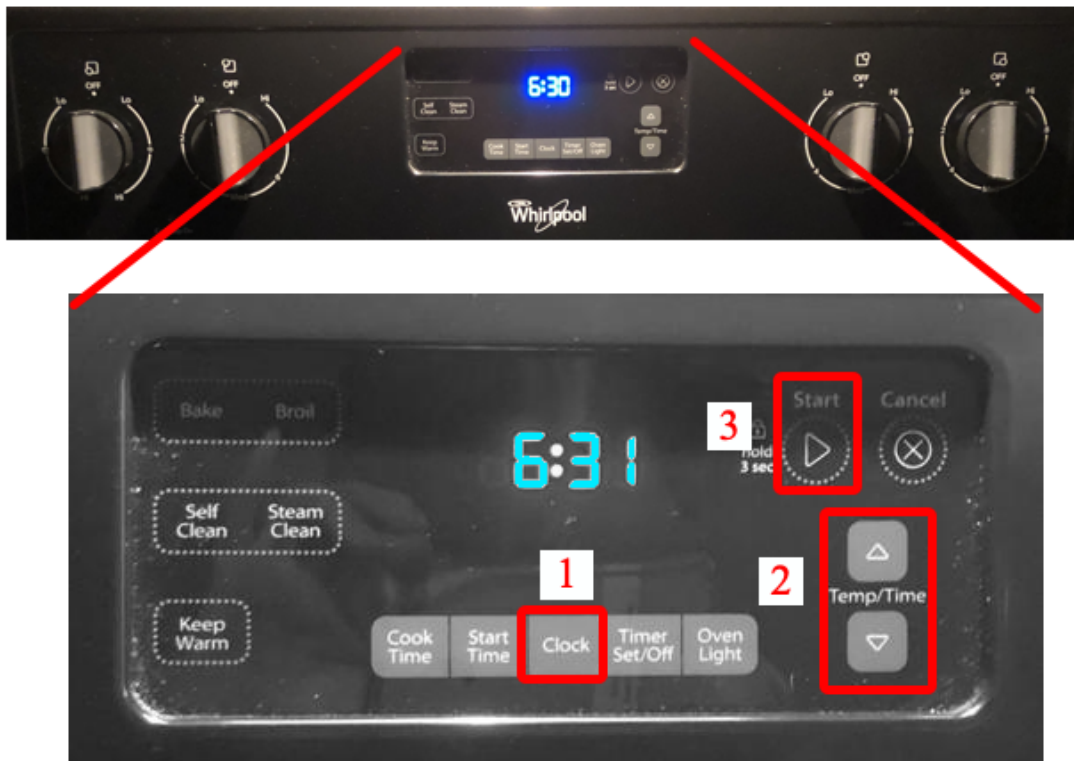


You can stop the clock from flashing after a power failure by pressing **Cancel**.

Stove Clock

You can stop the clock from flashing after a power failure by pressling **Cancel X**

Setting Whirlpool Stove Clock



Computers

There are two computers located in the back left-hand corner of the café on the first floor. Try the one on the right first.

Since these are **public computers** it is recommend you use **Private (Safari, Firefox) or Incognito (Chrome)** browsing mode. **especially if your are checking anything that requires log-in credentials (like passwords).**

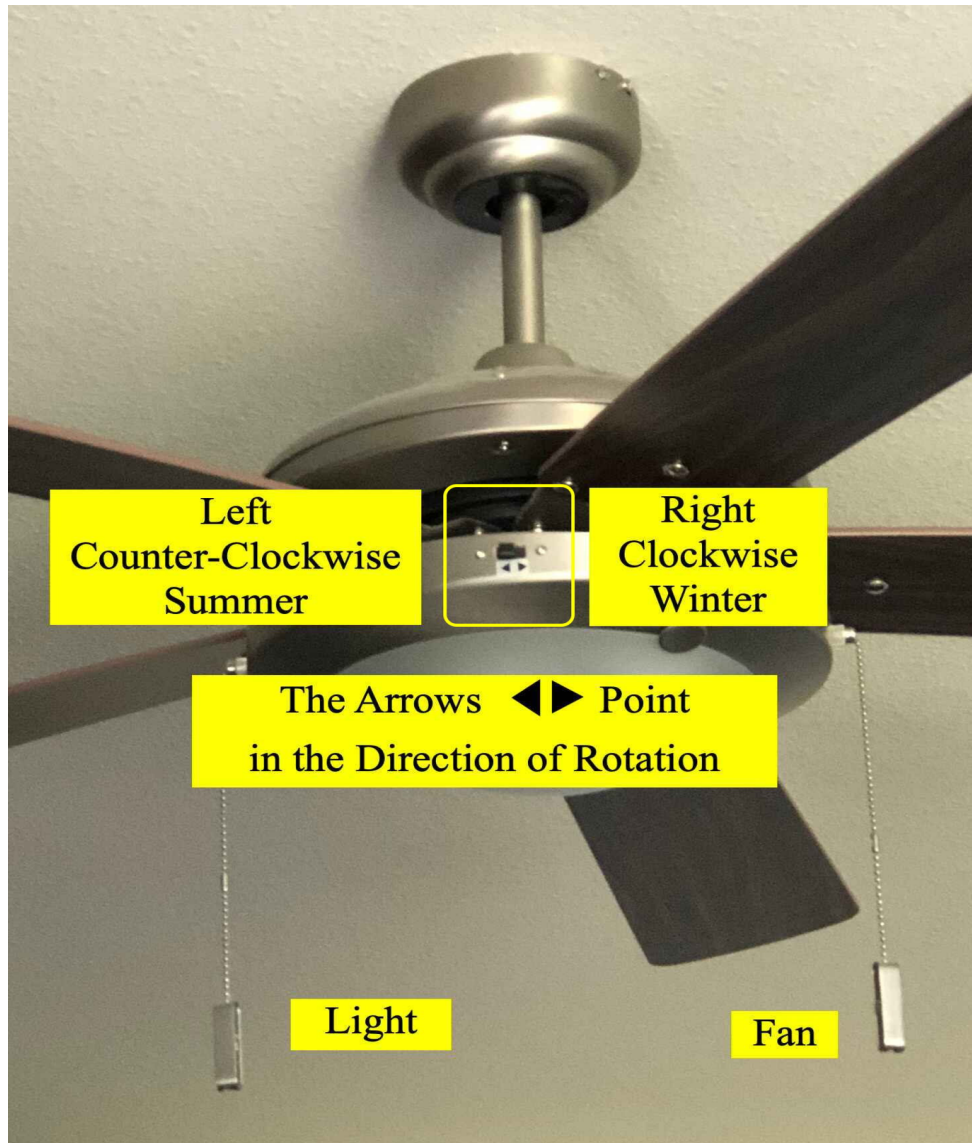
This operating mode can be found under the **File...** menu.

Private or Incognito Browsing

Private or Incognito Browsing only hides what you are doing on the computer you are using in that session. It does not hide your browsing from online bots, web-sites that track you, &c.

Private browsing simply does not save cookies or history **for that session on that computer.**

Ceiling Fan



Concierge

There is a Concierge on site during office hours at the front . They can handle any questions or requests. *They are amazing*, if they don't know it they can look it up, or send a note to other Watercrest staff to contact you.

Concierge Online

[Set up an account](#) to pay rent, enter service requests &c. (click "New User")

Door Defender/Latch Guard

This plate installed in your door frame is intended to "to protect against forced entry". Maintenance will install it for you. I link it here to *Amazon* but it can be found elsewhere.

Please see Security, next page (p. 15) Security:

Watercrest is fairly secure, the auto and pedestrian gates require a resident's fob for entry. There have been a few petty thefts by from non-resident non-staff helpers taking advantage of **unlocked doors even with residents inside napping and asleep.**

It is my advice you *lock your door at all times* whether you are home or not as we older folks can doze at any time.

As this is independent living there is no staff security guard. For emergencies call 911.

Watercrest is right around the corner from a Pearland Fire Station and the EMTs are familiar with this place.

For urgent after-hours building (maintenance) issues call the main number and follow the prompts.

Gates

Automobile Gates

There are 3 gates for cars at Watercrest. The small grey button on your fob operates the automobile gates at any time. **To exit**, pull up *very close* to the gate on the right -hand side, the gate will open automatically.

Pedestrian Gates

There are 4 Pedestrian Gates on the Watercrest property:

- 2 to access the Pool from the Courtyard
- 1 to the Landing at Broadway Bend Drive
- 1 to the park and lake to the north of Watercrest
- 1 to Building 1 towards Broadway St.

To re-enter the gates or to enter the pool area:

- Press the buttons for 2 and 4 **at the same time,**
- Release both**
- Press the button for 3

Elevators

There are [5 elevators](#) throughout the building at Watercrest. Elevator 2 is considered the main elevator and is the busiest. Elevator 5 has been designated a *Freight elevator* for movers. Facebook Groups:

[Watercrest/ISL](#), Independent Senior Living group (Sales) for Watercrest at Shadow Creek Ranch
[Watercrest Residents](#), Watercrest Management for Watercrest SCR residents.

Freight Elevator

Elevator 5 has been designated as a Freight Elevator for movers moving residents in and out of Residents. Although just one of the passenger elevators it is less used and central to most apartments at Watercrest. [Entrances:](#)

Your fob opens any [entrance](#) to Watercrest except the main entrance at any time. The main entrance is locked after hours. There is an [alternate entrance](#) to the right and set-back from the main entrance ([Map view](#))

Facebook Groups

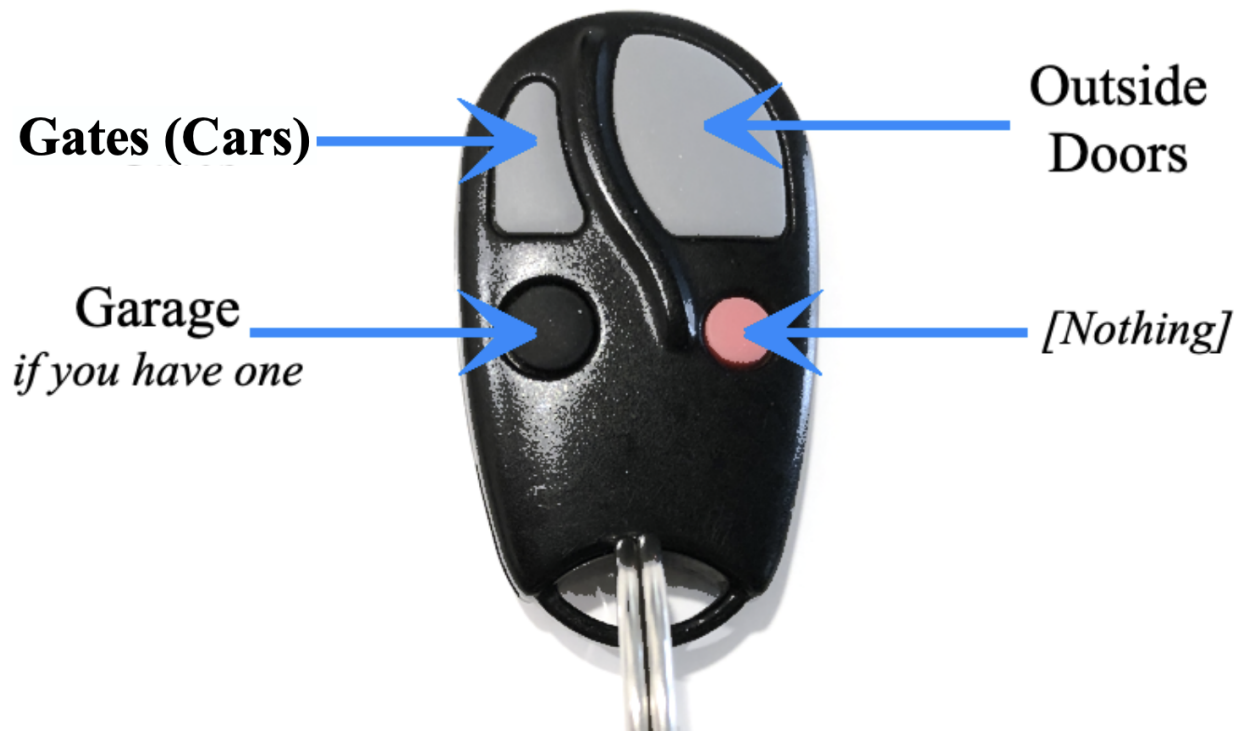
[Watercrest/ISL](#), Independent Senior Living group (Sales) for Watercrest at Shadow Creek Ranch
[Watercrest Residents](#), Watercrest Management for Watercrest SCR residents.

Fire

Stay in your apartment. The apartments, hallways and even balconies have sprinklers. If you must leave use the stairways – the stairways are fire-rated for 6 hours.

Fob

Your keychain Fob opens any door except the main entrance at any time. The Main Entrance is locked after hours.



Garage Door

Anticipating an extended power failure (possible in a hurricane or deep freeze) you may want to operate your garage door manually.

How to Release and Reset Your Garage Door

These instructions describe you how to disconnect and reconnect the electric opener so you can operate your garage door manually.

This is a simple procedure, requiring only a few steps and with just a small amount of precaution, you can easily release and reset your own garage door whenever needed.

Step 1 - Close Your Garage Door

It is very important to make sure your garage door is closed before you attempt to put it in manual mode. If there are any faulty or broken springs, the garage door can crash down rapidly, potentially harming anything in it's path and most certainly damage the door itself. If your door is stuck in the open position, we recommend giving us a quick call so we can help remedy the situation safely.

Step 2 - Locate and Pull the Emergency Release Cord

The emergency release cord is the red rope that hangs from the door trolley that moves with the door along the rail. The trolley sits on the opener carriage, which moves the door. When the release cord is pulled, it disconnects the trolley from the carriage allowing you to manually move the door. The red cord is attached to a spring lever that can be put in 2 positions. If you intend to continue manual operation, pull the cord toward the door which will keep it from reconnecting to the carriage.

Step 3 - Be Sure to Leave Garage Door Closed When Not In Use

Until you re-engage the automatic lift, always ensure to leave you door in the down position. This will ensure your safety and prepare your door for reconnection when your are ready.

Step 4 - Reconnect to Automated Opener Carriage

When the time comes to reconnect your garage door, simply pull the emergency release cord back toward the door to re-engage the spring lever. You can then manually move the door to the opener carriage or use the doors remote and it will connect automatically. You will hear a loud click when the trolley attaches back to the carriage.

Handbook for Residents

There is a handbook for residents which you should have received with your leasing documents. If you don't have it, ask the Concierge. It is also available online in [Web format](#) or as a [downloadable PDF](#).

Housekeeping

Depending on your plan, Watercrest provides weekly or biweekly light housekeeping and linen services:

<p>Your scheduled housekeeping occurs on the dates shown below.</p> <p>These services will remain in effect for the duration of your lease unless a written request for cancellation is received.</p> <p>Your dates for this month are:</p> <p>At: Resident Name: Unit #:</p>	<p>During each visit we will...</p> <ul style="list-style-type: none"> ✓ Wipe All Counters ✓ Sweep & Mop Floors ✓ Empty Trash Bins ✓ Clean & Wipe down Sink & Faucets ✓ Spot Clean Mirrors ✓ Clean Lavatory, Lid, Seat & Stand ✓ Spray & Clean Tub/Shower <p>Note: We do not unclog shower/tub drains, please visit the front desk to make a maintenance request.</p> <ul style="list-style-type: none"> ✓ Load Dishwasher ✓ Light Dusting ✓ Wipe Stove ✓ Vacuum Carpet
<ul style="list-style-type: none"> ● Our standard housekeeping service is considered light housekeeping of your apartment home. It is important to remember that the housekeeper is required to follow a specific cleaning process and therefore cannot provide services not outlined. ● If you need to cancel for any reason, please do not hesitate to contact the Concierge at: 832-956-8000. 	<p>Reminders:</p> <p>During the First Visit of the Month:</p> <ul style="list-style-type: none"> ● The ceiling fans & fridge top are cleaned <p>During the Second Visit of the Month:</p> <ul style="list-style-type: none"> ● Window blinds and sills are cleaned <p>If you have the Linen Service Option:</p> <ul style="list-style-type: none"> ● The bed linens are replaced & the removed linens washed
<p style="text-align: center;">Being prepared on Housekeeping Day...</p> <p>Read carefully to allow us to provide the best possible experience during our time with you.</p> <ul style="list-style-type: none"> ● We follow a specific time schedule which does not allow us to empty the dishwasher and/or put dishes away. <p>Note: Dishwasher should be empty and ready for us to load.</p> <ul style="list-style-type: none"> ● Counters and areas needing to be swept/mopped or vacuumed should be free of clutter to allow housekeepers access. <p>Note: We cannot move or straighten your personal belongings such as mail, important papers, folders, computer desk areas, etc.</p> <ul style="list-style-type: none"> ● Pets MUST be put away, kenneled, or placed in a separate room throughout the time we are in your apartment. <p>Note: Emptying the litter box is not a service that we provide.</p> <ul style="list-style-type: none"> ● For the safety of staff and your neighbors, when you are feeling under the weather, we ask that you notify the Concierge immediately to reschedule your service. We visit several apartments daily and airborne viruses have the tendency to stay on our clothes. ● If there are items (antiques, collectibles etc.) that require special instruction, please notify your housekeeper. <p>TIP: If you have the Linen Service Option... have a 2nd set of linens in plain sight so we can switch your sheets and start the load of the ones that we removed...</p> <p>Keep in mind: In between visits, it is still your responsibility to follow the Good Housekeeping Policy as outlined in your Resident Handbook.</p> <p style="text-align: center;"><i>Thank you for allowing us in your home!</i></p>	

Maintenance

The Concierge can give you a [Maintenance Request Form](#) to complete and return to the Concierge. Maintenance requests are responded to promptly, usually within 24 hours on weekdays. **For after-hours urgent maintenance**, call the main number and follow the prompts. https://www.dknodel.com/wc/wc_inf/t-prkng.shtml

Main Gates and Doors as Contacts

The Main Gate and Doors with Keypads have unique numbers they use when someone calls you from there to get in. You can add these to your phone's contacts so you recognize the Caller ID instead of seeing some mystery number.

For example, when someone calls me from the front gate to let them in my phone shows: "Access Gate - Press 9" (*You press "9" to let your guest in the gate or door.*) Similarly, I have programmed the Keypad Doors as "Access Door - Press 9".

To do this set up your contacts like this:

Contact Name: Access Gate - Press 9 (*make this contact a **company***)

Contact Number: (832) 230-1975

Contact Name: Access Door - Press 9 (*make this contact a **company***)

Contact Number: (281) 741-5060

Voilà! Now when someone calls you from the Main Gate or a Door you will recognize the call instead of seeing a mystery number.

Try it yourself - take your phone to a door with a keypad and enter your apartment's code on the keypad – enter the code on the panel and answer your phone and unlatch the door by pressing on your phone.

Consider giving both numbers a distinctive ring-tone as well.

One Call Now (RoboCalls)

Watercrest uses an automated messaging system to residents information by telephone. If you miss a call from it, you can call (877) 698-3261 and follow the prompts to listen to messages.

Emergency Pendant

Not waterproof, splash-proof only - shower OK. ([Pendant Manual](#)).

If you use your pendant the EMTs from Pearland Fire Department will be dispatched. They should have a general idea of where you are if you are not in your apartment. If your door is locked and you do not respond they will break down the door, you will be responsible for repairing the damage.

Pool Hours

10 am - 10 pm; key-fob access. Closed Tuesday for maintenance.

Suggestion Box

Prayer Box

Suggestion and Prayer boxes are located in the Café on the 1st floor.

Thermostat

Your thermostat is programmable, cf. [Honeywell Manual](#).

Many Residents just press the **Hold** button and change temperature, Heat and Cool themselves as needed.

TV - Cable Channels

[Comcast extended basic channels](#) are included in your rent. See Cable Channels appendix, p. 25.

TV – Free On-Air

Watercrest Apartments are very close to the TV transmission towers for Houston - if your apartment faces West you can [see them](#) in the distance near Missouri City. This means you can receive TV channels free with a small antenna in your apartment - my antenna is a small [non-amplified square antenna](#) taped to the back of my TV set connected to the TV's "Antenna" input*. Reception from an antenna can provide an alternate source of TV programming when cable is unavailable.

*If your cable box already uses the "Antenna" input you can buy a splitter or switch to hook up two cables at a store's TV department.

[Here is a list of the channels available in Houston with an antenna.](#)

Although different cities are listed, most broadcast from the '[antenna farm](#)' near Missouri City not far from us.

TV Lounges

There are TV lounges for the Residents on floors 1 (Café), and on Floors 2, 3 and 4; just off the elevator following the hall to the left.

Watercrest Numbers

Watercrest uses various phone numbers when calling you. [Email me](#) for a list of those numbers.

Wheelchair for Loan

Watercrest has wheelchair(s) for loan. Ask the Concierge.

Cable Channel List

1	Channel 1 on Demand	36	TNT
2	KNWS	37	Fox Sports Net
3	KZJL	38	Fox News
4	KTXH- My Network TV	39	Turner Classic Movies
5	KIAH-CW	40	LifeTime
6	KTMD-Telemundo	41	Disney Channel
7	KPXB-ION	42	Animal Planet
8	KUHT-PBS	43	Nickelodeon
9	KRIV-FOX	44	E!
10	KXLN-Univision	45	CNBC
11	KHOU-CBS	46	BET
12	KPRC-NBC	47	HGTV
13	KTRK-ABC	48	Spike TV
14	KETH-TBN	49	Versus
15	KFTH	50	Galavision
16	Municipal Channel	51	TBS
17	Houston Media Source	52	Food Network
18	Houston ISD	53	KAZH
19	HCC TV	54	WGN
20	KLTJ	55	KTBU- The Tube
21	USA	56	C-Span
22	Cartoon Network	57	AMC
23	A & E	58	History
24	Hallmark Channel	59	Comedy Central
25	CNN	60	SyFy
26	CNN Headline News	61	VH1
27	The Weather Channel	62	Travel Channel
28	QVC	63	TLC
29	Discovery Channel	64	Home Shopping Network
30	MTV	65	Bravo
31	FX	66	Discovery Health
32	ABC Family	67	TruTv
34	ESPN		

Apartments Trivia

NUMBER OF APARTMENTS PER FLOOR PER BUILDING

Floor	1	2	3	4	
Building 1	9	11	11	11	
Building 2	1	3	6	6	
Building 3	2	4	4	4	
Building 4	6	9	11	11	
Building 5	5	9	9	9	
Building 6	8	12	12	12	
Building 7	5	8	8	8	Totals
Totals	36	56	61	61	214
Villas	8				222

Trivia:

On Floor 1 in building 2 there is only 1 apartment - oddly #2103, not #2101 as you might expect.


Floors 1 and 2 differ because of the dining room, pool, and clubhouse areas on those floors. Otherwise the apartment type and placement are identical on all floors with minor deviations in apartment type floor plans.

DISTRIBUTION OF APARTMENT PLANS PER FLOOR

Floor	1	2	3	4	Total	
Brazos (A1)	8	10	10	10	38	
Blanco (A2)	9	11	12	12	44	
Whitney (B1)	1	16	18	18	53	
Pedernales (B2)	12	13	13	13	51	
Colorado (C1)	1	1	1	1	4	
Sabine (C2)	5	5	5	5	20	
Comal (C3)	0	0	2	2	4	
Main Building Totals	36	56	61	61	214	
"Villa" Style Units						
Frio (V1)					6	
Travis (V2)					2	
TOTAL UNITS					222	TOTAL

Parking Trivia

General Parking		Turn right from Broadway Entrance - SE Corner of building
Public Access:	48	Main Entrance to Lobby, SE corner, 4 handicapped
Resident Access Only:	7	Parallel Parking, inside the Broadway Bend Drive Gate
	4	E side of building, all handicapped
	11	NE corner of building, 2 handicapped
	10	NW corner of building
	1	West pocket lot handicapped loading
	16	SW corner of building
	47	Resident Access Spaces
Reserved Resident Parking		
Garages:	47	attached (6 with direct apartment entrance: 3101, 4106, 5106, 5108, 6104, 6106)
	36	detached, 1 handicapped access (9 garages each in 4 buildings)
	83	Total Garages
Covered Spaces:		
	15	E of building
	15	W 'pocket' of building, 2 handicapped
	6	W of building
	39	Total Covered Spaces

KEY to DIRECTIONS		Garage Row	
	SW	W	NW
Broadway Street	S	Watercrest Building	N
Watercrest Entrance 	SE	E	NE
		Broadway Bend Dr.	