

## Brrr....It's Cold Outside!!

### Important Information About Keeping Your Apartment Warm

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As we enter the new year, we can all expect that the temperatures will begin to drop significantly. It's important during these times that all residents be aware of how the WHA responds to heat calls but also what you can do to keep your apartment as warm as possible. Maintaining a comfortable room temperature in your apartment is important. As you can imagine, with approximately 3000 apartments, we have our hands full trying to keep every apartment within an appropriate range.

Local code requires that the temperature in your apartment be at least:

<p><b>68 degrees</b> between 7:00 AM – 11:00 PM <b>64 degrees</b> between 11:00 PM – 7:00 AM</p>
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We monitor many of our properties electronically. We also have maintenance staff on-site during the day or on-call in the evening to respond to problems. But, **before you call maintenance** to report a problem, please follow these easy steps.

1. Check and close all windows  
You would be surprised how many times we respond to a No Heat complaint only to find windows open. Before calling, please check each window (top and bottom) and be sure the windows are properly latched closed.
2. Make sure your radiator / heater isn't blocked  
If your radiator / heater is blocked by a large piece of furniture like a couch or a chair or covered by long drapes, the heat will not be able to flow through the room. Be sure nothing is directly in front of your radiator.

3. Dress Warm  
On many occasions, we respond to a No Heat call and find the resident dressed in shorts and a T-shirt. Please make sure you dress warm and wear socks or slippers.
4. Don't fool the thermostat  
Make sure you don't have a lamp close to or under the thermostat. This would fool the thermostat into acting as if it were warmer than it actually is.
5. NEVER, EVER use a stove for heat  
Using a stove for heat is extremely dangerous. Please report a heating problem and give us a chance to fix the problem. Using a stove for heat is dangerous to you and your neighbors.

These next couple of weeks will be very cold. If you are receiving adequate heat, in compliance with local code requirements, but you simply prefer a higher temperature, well, that is NOT a legitimate no heat problem. Residents that call maintenance and have sufficient heat in their apartment, run the risk of being charged for the call.

We have limited resources to assist our residents and we expect a lot of calls these coming weeks. If we are responding to an apartment that has sufficient heat, that means we are not responding to a legitimate call.

We appreciate your cooperation with this, and please follow the list above to stay as warm as possible in your apartment. Thank you.