

(Date)

RE: **Winter is coming**

Dear Resident

We regret to inform you but winter is coming your way. We want to take this time to discuss boiler heat in apartments and things you can do to ensure you have comfortable winter.

1. Keep furniture away from your baseboard heaters that run along your exterior walls. (2 feet or more)
2. Let your Windows breath ( *Open curtains during the day so they do not freeze up*)
3. If you open your window ( 2” max) and it freezes open. Use a blow dryer or fan to thaw before attempting to close window or you will crack window trying to close it.
4. Do **NOT** open your windows wide and have heat on as your pipes will freeze and may crack causing flooding into your suite and suites below you.
5. Boiler heat does make noise sometimes (air bubbles in the line) don't be alarmed.
6. If you suspect you have no heat here is a quick checklist:
  - a. Touch the pipe ( if you can wrap your hand around it and it is cold then you have no heat , however if it is warm to touch then you just need to turn up your zone valve or thermostat)
  - b. Once zone valve or thermostat is turned up give in 30 – 60 mins, touch pipe again.

Thank you for your continued tenancy with \_\_\_\_\_. If any assistance is required please contact \_\_\_\_\_ at \_\_\_\_\_ for further assistance.

Sincerely,  
(Property Manager Name)