

## Heat in Your Apartment

*If you live in a Civida apartment, your home is heated using hot water radiators.*

### **How do hot water radiators work?**

Hot water radiators contain pipes full of hot water. The hot water moves through your home in the pipes and releases heat into the air. Hot water radiators are usually located on outside walls because that is the coldest part of each room.

The radiator is controlled by the thermostat on the wall. In the winter, always keep the thermostat about 20 degrees.

### **What if I want more heat in my home?**

*Turn up your thermostat.* Do not cover the radiator with furniture or drapes. This will prevent the heat from moving through your home. Ensure the vent is open along the baseboard radiators.

### **What if I want less heat in my home?**

If you want less heat, turn down your thermostat.

### **What if cold air gets into my home?**

If cold air gets into your home or if the heat cannot circulate properly because the radiator is blocked, the hot water pipes

that heat your home may freeze. If the hot water pipes freeze, they can burst and flood your home and other people's homes. Ensure all radiators are clear of furniture and drapes and that windows are closed.

Keep your thermostat set at 20 to 22 degrees.

### **How can I prevent frozen hot water pipes in winter?**

*Look for cold draughts.* Check that windows, doors, and patio or balcony doors close tightly and keep them closed during the winter months. If your windows or doors need repair, notify your Site Manager.

*Keep the heat on.* Keep your thermostat set at 20 degrees during the winter. Keep curtains, drapes, or furniture at least one foot away from heat registers so that heat can circulate from the register through your home.

*Have someone check your home.* If you are going away during the winter, make sure to leave the heat on inside and have someone come and check your home every day.

*Find your water shut-off valve.* Know where to find the water shut-off valve in your home. The Tenancy Management Team (or your Site Manager) should have shown you where the shut off valve is on the heat register.

If a radiator pipe bursts, it is your responsibility to shut off the water immediately.

After shutting the water off, contact your site manager or the Civida after hours emergency line at 780-420-6161.

*Tenants may be charged the cost for any damages caused by frozen hot water pipes.*

## **What should I do if I have no heat in my home?**

*Check the thermostat on the wall.*

*Check the radiators.* If the thermostat is set above 20 degrees, check that radiators are not blocked by furniture, curtains, or rugs.

If the radiators are uncovered, check that the thermostat is on and at 20 degrees.

If you have no heat, questions about how your heat register works or where to locate the shut off valve, call your Site Manager or the Civida Maintenance Department at 780-420-6161.

If after hours, call the Civida after hours emergency line at 780-420- 6161.