



## **PREVENT “NO HEAT” EMERGENCY CALLS!**

Each year, Management receives many calls for “no heat”. Nearly 90% of these calls are the result of:

- Open Storm Windows
- Covered and/or Blocked Heat Registers
- Turning on or turning up the heat on the thermostat

This winter we are working to prevent these type of “no heat” emergency calls. Before you call in a “NO HEAT” call please verify the following:

- 1) All storm windows are closed,
- 2) All heat registers are not blocked or covered
- 3) The thermostat is turned on and set at 68 degrees or greater.

**Any “no heat” call we receive resulting from one of the three items listed above or if the unit registers at a temperature of 68 degrees or greater will result in a \$100 charge to the resident.**

**If you are certain your thermostat is turned on/up, the windows are all closed and the heat registers are not covered or blocked, PLEASE inform us immediately if you are not receiving heat.**

Our goal is to educate our residents so your winter is comfortable, and our maintenance personnel have fewer calls in the middle of the night for reasons that can be prevented.

Please call the office if you have questions. 612-377-2792

Thank you for your cooperation.