

## IMPORTANT NOTICE - Help to Prevent Water Damage this Winter

### Baseboard Heating Water Pipes at Risk of Freezing

During winter months all residents are asked to carefully manage heating and air circulation in their units.

Crossbow Point has experienced, from time to time, frozen water lines in the baseboard heating system, including an incident recently resulting in water damage to two units. While this may sound strange since these are hot water pipes, the occurrence is a real risk. Frozen water pipes can result in leaks and sometimes substantial flooding leading to thousands of dollars damage. This can be costly for the party where the leak occurred as they may be responsible for multiple damages, may result in costs to adjacent unit owners, and may result in Crossbow Point costs which are then passed on to all owners through condominium fee changes. In addition, leaks/floods can significantly disrupt the lives of those affected for a number of weeks/months.

It is important to maintain regular hot water flow through the baseboard heating pipes and also to prevent cold air, such as through open windows, from conducting heat away from this heating system.

#### HOW YOU CAN HELP

- **Thermostat setting** should be 17 degrees centigrade or higher.
- **Fireplace** should not be used as a primary source of heating; it is very important that the baseboard heating system be your primary heating.
- **Shut windows**
  - when temperatures are below freezing (0 degrees Celsius; 32 degrees Fahrenheit), and especially during extreme cold; and
  - if you will be absent from your unit.
- **Allow air flow through and around the baseboard heating:** Ensure that your baseboard heating vents are not blocked by furniture and other items that can limit air circulation.
- **Check on your unit daily:** If you are to be absent during sub-zero centigrade temperatures, have someone check your unit daily. If you are absent frequently, also consider installing and using a remote monitoring system (check with a plumbing/heating contractor for options and advice)
- **If you have any concerns that your baseboard heating is not working correctly,** you should contact a local plumbing and heating firm as soon as possible to inspect your system including control/zone valves (located within your unit). PEKA can put you in touch with quality contractors.

Also, while on the subject of water leaks, we remind residents to **NOT leave a Dishwasher nor Clothes Washer operating** during any period of your absence, even if only a few minutes.

This notice may also serve as a reminder to review your insurance coverage to verify that it is sufficient to cover your property, liability and other needs.

Your cooperation assists in reducing the possibility of property damage, personal inconvenience and insurance costs to Crossbow Point, owners and tenants. We **thank you** for your understanding and cooperation.

#### **Your Board of Directors, Crossbow Point**

*Baseboard Heating Notice (winter) 2014 V1.0.doc*