

From: Truman Homes
Sent: October 26, 2020 9:19 AM
Subject: Cold Weather Heating Information and Garbage Notice

Dear Residents,

Winter Weather

With the cold weather approaching, please read the attached important notice.

Waste and Recycling

Some residents are not placing their garbage and recycling in the bins and are just placing it on the floor. Please note that it is your responsibility to properly dispose of your garbage in the bins.

Any residents found placing garbage/recycling on the floor rather than in the appropriate bin will be fined \$100. Garbage and recycling are dumped on Monday, Wednesday and Friday and organics are dumped on Tuesday and Friday.

Thanks for your cooperation.



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NOTIFICATION

COLD WEATHER NOTICE

As temperatures are expected to drop again tonight, we wanted to send out a quick reminder that all windows are to remain closed and thermostat should NEVER be turned all the way off.

In accordance with the bylaws of Legends, if a water loss happens in an Owners suite, that Owner will be charged back for damages up to the Corporations water deductible which is currently \$10,000.

If you do find that you have no heat or frozen lines, please do not attempt to unthaw the lines yourself and email service@trumanhomes.com for assistance.

When the temperature is at or below zero:

- Never leave a window or patio door open. A space of just one inch can cause a pipe to freeze within minutes. Cold air is heavier than warm air. Even if the window is five feet above the floor, the cold air will travel to the floor and freeze the waterline.
- Do not prop open outside doors for easy access; pipes in stairwells or foyers may freeze;
- Do not set thermostat to below 17 degrees during cold weather. The zone valve needs to cycle on and off regularly to allow water to flow through the pipe to prevent ice.
- Never turn the thermostat completely off.

If waterlines freeze, they burst. Property damage can be significant.

If your building is heated by water that circulates through baseboard pipes, it is critical that these waterlines do not freeze.

Electric zone valves on the pipes are controlled by the thermostat to lower or raise room temperature. If ice forms anywhere in the pipe, the waterline pressure increase and can cause the valve to fail and release the water into the room.

The system has an unlimited supply of water. A tremendous amount of damage can result before the water is turned off. Often suites adjacent and below are affect as the water can travel down several floors and leave a trail of destruction.

NOTIFICATION

COLD WEATHER NOTICE

The cost affects all owners.

Damage from a burst pipe can cost thousands of dollars to repair. It is usually insured, but there are financial consequences to all owners. Owners pay the bills. Insurance premiums and deductibles will increase. Deductibles can increase to \$100,000 or more. The deductible expense is paid either by the condominium corporation (the owners) or, if it is determined that the resident is responsible for the frozen pipe, it may be assessed to the unit owner. If there are too many claims, it can be difficult for the corporation to renew their insurance.

Do you part to prevent frozen pipes.

If your unit is too warm, contact your service manager, do not open a door or window to cool the suite. A window or patio door left open in cold weather is the usual cause of a frozen waterline. Window coverings and furniture should not cover or block the heating. This can channel cold air down the wall and freeze the waterlines.

Be sure you have insurance protection.

Consult your insurance broker. Your unit insurance policy should include coverage:

- For alternate accommodation in case you can't live in your unit while it is being repaired.
- In the event you are assessed the deductible portion of a claim.