



*Caring for your home*

## HEATING/COOLING SYSTEM

Making sure your home's heating and cooling system (HVAC) is properly managed and maintained will ensure reliable performance and ultimately a comfortable home throughout the year. Following are some tips you can follow to help ensure your HVAC system operates smoothly:

- Thermostats should always be set to 'Auto' (not 'Fan').
- If your home has one thermostat, close vents upstairs and open vents downstairs in the winter. In the summer, close vents downstairs and open vents upstairs for optimal heating/cooling.
- If your home has two thermostats, never set one to AC and the other to heat.
- Dust HVAC vents weekly to ensure optimal system performance.
- Change heating/cooling system filters routinely, especially if you have pets. Filters are available at our maintenance office.
- Mechanical closets (areas where the HVAC system equipment is located) should not be used for storage. Keep these areas clutter free to avoid damage to the equipment and allow easy access for our team to perform system maintenance and repair tasks.
- Be careful not to block or restrict any heating, ventilation or air conditioning ducts/vents.
- Keep personal belongings away from outdoor air-conditioning units and heat pumps.

### WHAT TO REPORT

1. Leaks or excess moisture in mechanical closets
2. Malfunctioning heating or cooling systems

### HOW TO REPORT

Submit a work order online through the Resident Portal (click 'Resident' on our website) or call it in to our Maintenance office using the number indicated below.

## CONTACT INFORMATION

Management Office: 301-649-9700  
Maintenance Requests: 301-649-9700

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