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FREEZE ALERT AND NECESSARY PRECAUTIONS

Updated October 24, 2014

Every year we have at least one hard freeze. When this occurs, dozens if not hundreds of homes in the Dallas area suffered frozen and burst pipes. The people affected suffered devastating losses. With preparation these disasters can be avoided. Also, make sure that you have sufficient liability and content insurance for your home.

Colder weather has already begun. By knowing what to do and preparing now, you can prevent frozen/broken water pipes if a hard freeze arrives. In addition, your fast response can mitigate damage if pipes do freeze.

Whether you are an owner or a tenant, you are required to take precautions to prevent freeze damage.

AT THE START OF COLD WEATHER

- Disconnect all hoses from outside faucets if you have them. Wrap or cover all exposed faucets and pipes located outside on your porch or backyard (if applicable). Faucet covers are available at most grocery and all hardware stores. (Frozen outside faucets are a major cause of frozen pipes in the walls.)
- Know where the main water cutoff valves to your water supply are and know how to use them.

IN SUB-FREEZING WEATHER (Defined as: *a temperature drop below 32 degrees over night, and where the temperature is not predicted to rise above 32 during the following day*)

- Let all faucets in your home drip. A few drops per second are plenty.
- Leave cabinet doors under kitchen and bathroom sinks open to allow heat to get to the pipes.
- Heat your home to at least 60 degrees at all times, **especially when you are away.**
- TALK TO YOUR NEIGHBORS - MAKE SURE THEY ARE TAKING PRECAUTIONS TOO and have their contact phone numbers should you need to contact them in the event of an emergency.
- If you ever turn on a faucet during freezing weather and no water comes out, you may have a frozen/broken pipe that will cause a flood when it thaws. Contact us immediately.
- If you have a washing machine located against an exterior wall, turn off the two valves behind the washer **after every use.** (Washing machine hoses are very susceptible to freezing and failing.)

IN YOUR ABSENCE - THIS IS VERY IMPORTANT –...

If you are going to be away for several days, have someone watch over your home and make sure they follow these Freeze Alert procedures. In some communities, each home has a single valve that can turn the entire water supply off to that home. If you have this capacity, let your house sitter know.

COOPERATION

You must comply with these guidelines to protect both you and your immediate neighbors. These precautions are essential to the whole community. Call us if you need help with any of them.

INSURANCE

The homeowner association policy (or the owner's insurance policy if you lease) DOES NOT provide full coverage for liability or damage to property. You must have your own owner or renter's contents insurance and liability policies to cover damages if you or a neighbor suffers a loss.