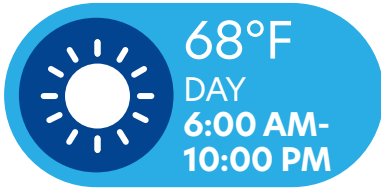




Heating Season Is October 1 through May 31

During heating season, NYC building owners must maintain:



- indoor temp when it's below 55 degrees outside.

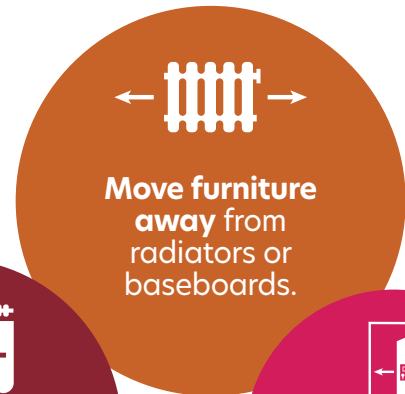


- indoor temp regardless of the temp outside.



- minimum hot water temp at the source year-round.

To help keep your apartment comfortable this winter:



Residents experiencing **issues with heat or hot water** should call the **Customer Contact Center at 718-707-7771** or report the issue **via the MyNYCHA mobile app or web** version.

Also contact NYCHA when:

- Your temperature is out of range: it should never be **below 68 degrees during the day or 62 degrees at night.**
- You have hot pipes and cold radiators: First make sure the hand valve is open (to the left). If the **valve is open and the radiator is still cold**, ask for your **radiator trap to be changed.**
- Your window is **not closing properly.**
- **Steam is leaking** into your apartment.
- Your building's front **entrance door does not fully close.**

NYCHA remains committed to providing residents with the critical services of heat and hot water. As part of its efforts to improve heating services, NYCHA modernized heating controls at 66 developments last year to prevent overheating, underheating, and save energy.