



Homeowners,

We are writing this email to serve as a guidance for those of you who either currently have or may potentially have, vacant units. This may be due to an extended leave on your behalf or the unit resident's behalf, or because of being in between tenants. Nonetheless, we hope this guidance serves helpful to you in maintaining your property and minimizing risk that can lead to unexpected frustrations for you and/or your neighbors such as, damage not covered by your insurance due to vacancy or the aftermath if water leaks from your unit in to theirs below.

1. Unoccupied or Vacant Home Insurance:

Check your existing policy. While terms vary by policy, most insurance companies will deny claims that are made if your home is left vacant for longer than **30** days. Before leaving your home/unit unattended for an extended period of time, you should verify with your insurer if they define vacancy/unoccupancy and what specific restrictions they may have in place regarding the length of time you can leave your home unattended.

2. Perform Regular Inspections:

Perform routine inspections to ensure your property is in good condition, since no one will be living there to report any issues. You may want to ask a relative/friend or neighbor to do so on a regular basis during the time of vacancy, if you are unable to do so. We highly recommend making arrangements with someone to check on your unit once a week during frigid temperatures if you are away. During the inspection, you or your representative should be looking for:

- a. The main water supply should be shut off, however, continue to check for issues with toilets, sinks, water heaters, or anything hooked to water, including sprinkler systems. So be sure to check the ceilings/walls as well for any leaks.
- b. Malfunctioning smoke detectors.
- c. Malfunctioning appliances (including HVAC). If vacancy is for an extended period of time, you may want to unplug the fridge, empty the water/ice maker hose and prop the fridge/freezer doors open to avoid mold from forming.

3. HVAC/ Temperature Settings:

- a. Have your HVAC regularly maintained to ensure that it runs properly
- b. Winter: to avoid freeze risks, we suggest leaving your thermostat set at a minimum of 64 degrees HEAT while away for any period of time. In addition, leave cabinet doors by all sinks propped open. Additional suggestions would be to turn your main water line off or leave all faucets at a slow drip.
- c. Summer: Most don't think much of leaving a unit vacant during summer months. There isn't as much of a risk at that time but, you should still be cautious. We do not recommend turning the HVAC system off. Setting the thermostat to a higher temperature is a more ideal solution. By doing so, the system won't run all the time and this lessens your chances of mold development. By turning off the AC, you increase the risk of moist air leading to potential mold.

Please do not hesitate to let us know if you have any questions or concerns. Thank you for your help in keeping our wonderful Suncrest Village Community safe and beautiful.

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