

Maintaining a comfortable room temperature in your apartment is important. As you can imagine, with approximately 3000 apartments, we have our hands full trying to keep every apartment within an appropriate range.

Heating Season

The official heating season at the Worcester Housing Authority runs from September 15 through June 15. Of course we want all of our residents to have adequate heat. For that reason, we endeavor to provide more heat than required by the City's Health Code. Local code requires that the temperature between 7AM and 11PM be at least 68F. Between 11PM and 7AM the temperature must be at least 64F.

We monitor many of our communities electronically. We also have maintenance staff on-site during the day or on-call in the evening to respond to problems. But, before you call maintenance to report a problem, please follow these easy steps.

1. Check and close all windows

You would be surprised how many times we respond to a no heat complaint only to find windows open. Before calling, please check each window (top and bottom) and be sure the windows are completely closed and properly latched.

2. Make sure your radiator isn't blocked

If your radiator is blocked by a large piece of furniture like a couch or a chair or covered by long drapes, the heat will not be able to flow through the room. Be sure nothing is directly in front of your radiator.

3. Don't fool the thermostat

Make sure you don't have a lamp close to or under the thermostat. This would fool the thermostat into acting as if it were warmer than it actually is.

4. Make sure your radiator's internal damper is open

At some of our high-rise buildings the radiators have internal dampers that can be opened and closed to limit the amount of air or heat that moves through the radiator. There is a knob on the face of the radiator cover that opens and closes the damper. By using a flashlight you can see the position of the damper and by turning the handle you can open the damper.

5. NEVER, EVER use a stove for heat

Using a stove for heat is extremely dangerous. Please report a heating problem and give us a chance to fix the problem. Using a stove for heat is dangerous to you and your neighbors.

Cooling Season

In the warm weather, many residents purchase air conditioners to cool their apartments. To ensure everyone's safety, your air conditioner will be installed and later removed by our maintenance staff. There is a nominal charge to help defray the costs associated with installation and removal. If you want to install an air conditioner, please contact your Housing Manager
