

Rookwood Properties

Maintenance Emergencies

**If your emergency is a tornado, fire, explosion, major flood, or security related problem (burglaries, vandalism, or personal attack), leave your building immediately and dial 911 to report the emergency. After the call is made, please call your property manager during regular business hours to report. If the emergency is after hours or on weekends, please call the Rookwood emergency number at: 513-469-6580 or toll free 855-826-7681. If the emergency is a natural gas odor, please call your local energy provider: Cincinnati-Duke Energy 800-544-6900; Dayton-DP&L 937-331-3900; Louisville-LG&E 502-589-1444

Some of the non-life threatening emergencies include:

- No heat in cold weather (approximately 55 degrees or less)
- No air conditioning in extreme hot temperatures (approximately 80 degrees or more)
- Flowing water into your apartment
- No water
- Sewer backup
- Electrical shorts or no electricity
- Refrigerator not working
- Toilet not working (if you only have one in your home)
- Lock out (\$25 fee applies if after normal business hours)
- Broken doors
- Stopped up sink
- Windows or locks that present a security problem