



VGL AFTER-HOURS EMERGENCY MAINTENANCE/REPAIR PROCEDURES

THE FOLLOWING ARE EMERGENCY CONDITIONS THAT WARRANT AN AFTER-HOURS EMERGENCY CALL:

- No A/C if outside temp is above 85 degrees (if resident has children or are elderly)
- No Heat when temperatures outside are below 40 degrees
- Floods (Burst Pipes or plumbing backups) causing or likely to cause significant immediate damage to the property
- Major roof leak causing or likely to cause significant immediate damage to the property (no small drips)
- Electrical outage not caused by AEP. Otherwise, contact **AEP customer service 1-800-672-2231**
- If you smell gas; think you have a gas leak; exhibit carbon monoxide poisoning symptoms; or a similar threat from leaking gas, immediately vacate the premises and, from the outside, contact **Columbia Gas of Ohio 1-800-344-4077**
- In case of a fire, immediately vacate the premises and then, from the outside, call **911**

To reach an emergency on call VGL Maintenance Technician:

- Dial **614-579-6736**
- Leave your name, phone number, address and the name of your community
- The on-call VGL maintenance technician will personally contact you as soon as possible

****Please do not email your request. **Emergency Rates Apply***