

Rogersville  
Church Hill  
Rutledge



TEL 423-272-8540  
FAX 423-272-4710  
TTY 1-800-848-0298

## Emergency Calls

1. **Gas Odor or suspected Gas Leak**  
Contact the Gas Company **FIRST** at 423-272-8841 or 423-357-8585 or call 911, then call the Housing Authority.
2. **Fires**  
Resident must **leave** the apartment and call 911 **FIRST**, then call Rogersville Housing Authority.
3. **Loss of Power or no Electricity**  
For Rogersville and Church Hill - Contact Holston Electric **FIRST** at 423-272-8821  
For Rutledge - Contact Appalachian Electric **FIRST** at 865-828-5225  
Then call Rogersville Housing Authority
4. Broken water lines (pipe burst, etc.)
5. **Exposed Power/Electrical Lines**  
For Rogersville and Church Hill - Contact Holston Electric **FIRST** at 423-272-8821  
For Rutledge - Contact Appalachian Electric **FIRST** at 865-828-5225  
Then call Rogersville Housing Authority
6. **No Heat** when the temperature outside is **less than 40 degrees** Fahrenheit
7. **Broken door locks**
8. **Seriously damaged or broken apartment door/broken window/broken window lock**  
– making it impossible to secure the apartment (Resident will be responsible for door damaged by resident, resident's family, or visitors and the cost to repair/replace.)
9. **Inability to Flush Toilet** – due to blockage
10. **Sewage Back-up**
11. **Smoke alarm issue** – alarm beeping, needs repair, or loosely hanging
12. **Locked out of apartment** – Automatic Charge to Resident
13. **Refrigerator/Freezer not cooling/freezing**
14. **Hot water heater leaking**

**Residents will be charged for any after-hours calls that are not a genuine emergency.**



The Rogersville Housing Authority is an Equal Housing Opportunity. No person shall, on the grounds of race, color, sex, religion, national or ethnic origin, familial status, sexual preference, gender identity or disability be excluded from participation in, be denied the benefits, or be otherwise subjected to discrimination under the Rogersville Housing Authority's programs.