OSU Properties, LLC

Emergency Maintenance Requests

Emergency maintenance issues are those that require immediate attention in order to ensure your safety and that of your belongings, and/or to prevent serious damage to the unit. Emergency maintenance requests are addressed immediately, 24 hours a day, 7 days a week.

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Please call **614-299-9940** for any of the following:

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Major Water Leaks or Flooding

A leak is considered an emergency when it cannot be contained by a bucket until the next weekday, or in the case of a plumbing issue, if you cannot locate the shut-off valve for the source of water.

Fire

In the event of a fire, immediately call 911, alert your roommates and other tenants, and leave the building. Only use a fire extinguisher if you can answer "yes" to the following questions:

- Have you called 911?
- Have your roommates and other tenants been alerted?
- Is the fire small and contained to a single object, such as a pan or wastebasket?
- Are you physically able and knowledgeable enough to use a fire extinguisher?

Natural Gas Leak

If you suddenly smell a rotten egg odor inside of your unit, there might be a natural gas leak. Immediately go outside and call Columbia Gas of Ohio's emergency 24-hour response line at 1-800-344-4077. Once the response team is on the way, call 911 and notify the police. Call our emergency maintenance number only after calling Columbia Gas and the police.

A Clogged Toilet (If Unit Has Only One Toilet)

To be clear, a clogged toilet is only an emergency when 1) your unit only has one toilet and you have attempted and failed to unclog the toilet using a proper toilet plunger, or 2) the toilet is overflowing and you cannot locate or operate the water shut-off valve on the wall underneath the toilet. If your toilet does overflow, begin cleaning up the water immediately to prevent damage to property.

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If you are experiencing an issue not listed above, but you still feel that it might be an emergency, please call **614-299-9940**.

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