

## Important Phone Numbers

Prior to your move in you must call the **utility companies** and have the gas and electric services put into your (resident's) name(s) with the effective date being the same day as your move in. If you fail to do so, a bill will be issued to you (resident) for the days that were supposed to be billed to you, as well as a Property Management Service fee of \$50.00.

Electric Service:	Ameren UE	314-342-1000
Gas Service:	Laclede Gas	314-621-6960

If you would like satellite television and/or telephone services, you should contact the following contractors to set up this service:

Telephone	AT&T	1-800-288-2020
Satellite	A&D Satellite	314-638-0080
Cable	Charter	1-888-438-2427

*Services may differ due to property location and building facilities.*

**Property Management Office Hours** are Monday-Friday 8:00 am – 5:00 pm. If you have any questions or need to make a maintenance request, call our office at 314-721-8427. You can also email your questions or maintenance requests to [onsite@rafcoprop.com](mailto:onsite@rafcoprop.com).

If there is an **emergency after hours** (major water leak, no water, no heat, no a/c) please **call the office number** which is set up to notify the on-call person of your voicemail message that details your emergency. It is imperative that you leave your name, apartment building and unit number, contact information and a description of the emergency so that the situation can be assessed and addressed in the manner deemed most appropriate.

If you find yourself **locked out** of the building and/or apartment, per your lease, you will be charged a fee of \$50.00 (and any additional fees for damages that could result in the lock-out) to gain access to your apartment. Additional keys can be requested and will be billed accordingly. We do recommend having an extra set of keys available to you in an alternate location to prevent lock-out emergencies and charges.