

QUICK INFORMATION

Sewage and Water

If you have a stopped up toilet, tub, sink and/or sewage is coming from the clean out (usually located outside), first call the City and have them check their side. There is no charge for this service. If no blockage is found on City side, call the office.

HAMPTON (757) 727-8311
NEWPORT NEWS (757) 269-2750

Should your water heater spring a leak, turn off the water valve to the water heater, this is normally mounted on the top, on the cold water side. To save time and damage, we strongly encourage each tenant should know where the MAIN water cutoff valve is located and how to operate it. It is located on the water service line coming from the meter to the house. The valve should be inside a valve box (underground) with a lid.

Heating and Air Conditioning

Change your filters once a month. Clogged filters block airflow and make the unit work harder - at higher cost to you.

It's OK to close vents in unused rooms, but don't close off more than one-third of the registers in your home.

Natural Gas Leaks, Odors or Emergencies call 1-877-572-3342

Natural gas smells like rotten eggs. An odorant called "mercaptan" is added to the odorless gas for safety purposes.

If you smell a natural gas odor:

- Do not use any devices that might create a spark, such as light switches, phones, flashlights, or electric appliances, including computers. A spark could ignite the gas.
- Immediately have everyone leave the house.
- Go to a nearby phone and call the Virginia Natural Gas hotline to report the odor.
- Keep everyone away from the building until given the "all clear" from a gas company employee.

Remember, never try to find the leak yourself.