



Rosslyn Heights East Unit Owners Assn.

Arlington, Va.

www.rosslynheightseast.com

Property Manager: Gates Hudson Community Management
3020 Hamaker Court, Fairfax VA 22031-2220 • 703-752-8300

Updated 10/03/18

Emergency/Problem Contacts & Resources

We recommend you print out this list and keep it handy (in case of power outages).

Tenants should contact their landlord about individual-unit problems.

For WEEKDAY (8:30 am to 5 pm) problems and emergencies, call Gates Hudson Community Management at **703-752-8300**.

For AFTER HOURS (5:00 pm to 8:30 am) and WEEKEND utility and plumbing problems and emergencies, residents should call Gates Hudson after-hours service at **888-660-7132**.

Plumbing:

- **Minor water leak between two units:** Contact owner of the other unit.
- **Urgent water leak:** After hours/weekends, Gates Hudson after-hours service at **888-660-7132**; 8:30 am to 5:00 pm weekdays, Gates Hudson Community Management at **703-752-8300**.
- **Radiator leak:** After hours/weekends, Gates Hudson after-hours service at **888-660-7132**; 8:30 am to 5:00 pm weekdays, Gates Hudson Community Management at **703-752-8300**.
- **Drain back-up:** After hours/weekends, Gates Hudson after-hours service at **888-660-7132**; 8:30 am to 5:00 pm weekdays, Gates Hudson Community Management at **703-752-8300**.
- **No hot water:** After hours/weekends, Gates Hudson after-hours service at **888-660-7132**; 8:30 am to 5:00 pm weekdays, Gates Hudson Community Management at **703-752-8300**.

Heat/AC:

- **No heat from radiator in unit:** During cold weather, if your radiator is cold to the touch, feel the radiators in your stairwell. If they are warm, the building heat is working so the problem is your radiator; tenants should contact their unit owner. If the stairwell radiators are cold during after-hours and weekends, contact Gates Hudson after-hours service at **888-660-7132**; from 8:30 am to 5:00 pm weekdays, contact Gates Hudson Community Management at **703-752-8300**.
- **No air conditioning in unit and building:** After hours/weekends, Gates Hudson after-hours service at **888-660-7132**; 8:30 am to 5:00 pm weekdays, Gates Hudson Community Management at **703-752-8300**.

Utilities:

- **Gas leak:** If you smell gas – a rotten egg odor – or if you have an emergency involving natural gas, leave the area immediately, and call Washington Gas at **703-750-1400** or **800-752-7520**.
- **Power outage in neighborhood:** Dominion Energy, **866-366-4357**. Note: Because residents at RHE don't have individual accounts (the condominium association pays the electric bill for all 56 units), Dominion Energy's automated system won't recognize individuals to report an outage. Dominion Energy provides a power outage map and information at: <https://www.dominionenergy.com/outage-center>.

- **Water Main Breaks:** Arlington County [Environmental Services](#) 24-hour water emergency hotline, 703-228-6555.
- **Comcast cable Internet/TV/phone service: 703-841-7700.**
- **Verizon FiOS cable/Internet/phone service: 800-837-4966.**

Other:

- **Washer/dryer repair & refunds:** Scheffres Laundry Service., 301-565-4940. (Please note in your message which washer or dryer has a problem.)
- **Lock outs:** Neither RHE nor Gates Hudson Community Management has keys to units.
- **Pest control:** See this web site's information on pest control services.
- **Vehicle towing:** A-1 Towing and Recovery, Arlington, VA **866-421-1504**
(www.a-1towingva.com/)

Vendors

The RHE Board doesn't endorse or guarantee the service of any vendor listed below. They have performed services at RHE in the past and are familiar with our buildings.

- **Plumbing:** Triple State Plumbing Services, Arlington, Va., 703-533-8909.
- **Air Conditioning:** [Foley Mechanical](#), Lorton, Va., 703-339-8030
- **Air Conditioning:** Nelson's HVAC Service & Installation, Falls Church, Va. 703-241-7181
- **Locks:** [Baldinos](#) Lock & Key Service, Arlington, Va., 703-522-6898
- **Locks:** [FedLock](#), Arlington, Va., 703-525-1436
- **Hauling:** [College Hunks Hauling Junk & Moving](#), 888-689-5999
- **Hauling:** [1-800-Got-Junk](#), 800-468-5865
- **Window repair:** [C & C Window and Glass Repair](#), Springfield, Va., 703-425-6477
- **Window repair:** [Blaine Window Repair](#), Silver Spring, Md., 800-565-4948