

Dear new tenants,

I would like to take the time to welcome you to Eagle Realty Group & Associates and thank you for choosing to work with us! We are happy to help make you feel at home while you are residing in the Ft. Leonard Wood, MO area.

It is our goal as a company to make you feel at ease in your home. The purpose of this handbook is to assist you with caring for your home and to answer the most common questions you will have while working with your property management company.

Please take a moment to look through this packet as it will give you all the basic information you will need to get started and settled into your new home. If after looking through you still have some questions, feel free to call one of our property managers or come in and someone will be happy to discuss any questions you might have and help you in any way we can.

Eagle Realty Group & Associates Property Management team is committed to providing friendly and helpful service to all of our owners and tenants. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help.

We look forward to working with you.

Highest Regards,

**S**tephanie Campbell

Stephanie Campbell

Broker-Owner

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The Basics

**Important Policies:**

* **Lease Agreement:** The duration of your rental agreement is fixed and specified in the document. Any early termination or extension must be discussed with Eagle Realty Group & Associates.
* **Security Deposits:** The security deposit cannot be used to pay the last month or any other month's rent. If at time of lease signing or application you are required to maintain additional security deposits these will be due prior to occupancy and will be remitted back to the tenant within 30 days of lease termination.
* **Pets:** Animals are only allowed with prior approval of the owner and Management Company. Each pet must be indicated on the addendum attached to the lease agreement and the pet fee must be paid. Most properties do not allow for pets over 45 lbs. and do not allow for more than two animals. Pet removal will be required if animal does excessive damage to the home.
* **Keys:** If you lose keys or lock yourself out of your home there will be a $50.00 fee imposed to allow you entry to your home.
* **Emergencies:** Emergencies should be reported to the management company as soon as they are detected. If an emergency falls beyond business hours (9:00AM-5:00PM) please call 573.528.0986
* **Parking:** Vehicles should only be parked in designated parking areas, in most cases garages, driveways, carports, or curbside. Trailers and recreational vehicles require an additional amendment. Yards should never be utilized for parking vehicles.
* **Roommates:** Some homes allow for roommates with Management Company and home owner permission and lease addendum. Different homes will have different conditions required for these situations.
* **Routine Maintenance:** Eagle Realty Group & Associates holds the right, with appropriate notice, to enter the home on a quarterly basis to check for routine maintenance issues. If major repairs are completed in a home management company may request permission to obtain photos of work performed.
* **Tenant information:** It is the tenant's responsibility to keep Eagle Realty Group & Associates up to date with current contact, job and banking information and life changes.

Paying Rent

**When is rent due?**

* Rent is due on the 1st of each month, payments are considered late at 2:00PM CST on the 5th day of the month. Please understand that this timeline includes holidays, weekends, and date of deposit for electronic submissions.

**Variations may be in place based on your particular lease; please consult the lease agreement or company with questions.**

**How to pay rent:**

* Rent can be paid by cash, eCheck, ACH, Wire transfer, money order, cashier's check, allotment, credit card, bank bill pay, or direct deposit. If paying with cash please have exact change due.

**No personal checks will be accepted for monthly rental payments.**

* In person payments can be made at the office. Please be sure payment is available in full as partial payments are not made.
* After hour payments can be made by placing labeled and sealed envelope under door but are not advised.
* For allotments or direct deposits:

Eagle Realty Group & Associates

Account # 2002070

Routing # 081507470

Institution Information

Bank of Iberia

201 Cash James Loop

Waynesville MO 65583

* Mailed payments should be addressed to: PO Box 337 Ft. Leonard Wood, MO 65473
* eCheck, ACH payments, and credit card payments will require an additional authorization form to be submitted to the property management company.

This is covered later in the handbook.

* **Payments should indicate tenant name, address, payer and payee. Please no after hour cash deposits. Receipts are always available upon request.**

Tenants with pets

All tenants that have pets in their homes are required to have prior approval, pay the required fee, and have identified the pet within the lease contract in the Pet Addendum(s).

**Breed Restrictions**

* Pets are limited to domesticated dogs and cats; in some cases small caged animals and fish (aquariums under 10 gal.) will be approved.
* No animals or direct mixes (three generations or less) will be allowed in properties leased through Eagle Realty Group & Associates
  + **Akita**
  + **American Staffordshire Terriers**
  + **Chow**
  + **Doberman**
  + **German Shepherd**
  + **Great Dane**
  + **Mastiffs (to include all Molessor or Molessor type dogs)**
  + **Husky**
  + **Malamute**
  + **Pit Bulls**
  + **Rottweiler**
  + **St. Bernard**
  + **Weimaraner**
  + **Wolf Hybrids**
* **No exotic animals or agricultural animals are permitted; this includes but not limited to horses, parrots, reptiles, goats, chickens, and any animal imported from a foreign country.**

**Any and all homes with animals will have to have to pay to have carpets treated with enzymes to remove any and all pet odors. Refer to your pet addendum.**

* **Pet Disclaimer:** 
  + Any unauthorized pet found in a home, to include pet sitting for friends and family, will incur a $450.00 lease violation fee.
  + Any damages caused by any pets will require immediate reconditioning at tenant's expense; rents will not be collected until bills have been paid.

Maintenance

* **Quarterly Inspections**
* Quarterly inspections will be performed at the residence that you are leasing. These inspections are not made to be intrusive but to check on home condition and preventative maintenance for the owner. Pictures will be taken of the exterior of the home and any damages or heavy wear in the home.
* During quarterly inspections if tenant caused damages are reported they will be repaired and billed to the tenant.
* If pets are deemed to be causing excessive damage tenant will be required to remove the pet(s) from the residence.
* Major damages will be repaired immediately at the tenant's expense.
* **Maintenance Requests**
  + Maintenance requests can be done in person, using the tenant web portal, through email and in case of emergency via phone.
    - **Emergencies are not requests and need to be reported promptly, for after hours or weekend please call Mrs. Stephanie Campbell 573.528.0986**
    - Routine maintenance should be done through the web portal or email so that they are documented.
    - In person maintenance request should be submitted on the Maintenance Request Form
    - Maintenance and repairs will be scheduled with the tenant, or keys will be released to the vendor to perform the required work. Tenants may reschedule the service one time, if multiple scheduling are required tenant may incur any service or trip calls. Secure pets when maintenance is being performed.
    - **Repairs that go unreported may become the tenant's full or partial financial responsibility.**
  + **Air Filters:** Eagle Realty Group & Associates provide a filter exchange program, provide us with the correct size of filter that you are in need of and we will have it available for pick up at the office within 24 hours (excluding weekends).
  + Air Conditioners and Heaters are meant to be used during extreme weather conditions to remove moisture from the air and keep pipes from bursting; if damages arise from not utilizing these properly tenant assumes this liability. If going out of town please raise or lower levels but do not shut down systems.

List of Reminders

1. Eagle Realty Group & Associates does not accept personal checks.
2. Eagle Realty Group & Associates will not set up allotment, direct deposits or bill pay rental payment options. ACH and credit card authorizations forms may be submitted for company to enroll you in these services.
3. If making a rental payment late contact the office; no late fees will be dismissed by this company.
4. Do not let anyone move in with you, if you are interested in having a family member or roommate stay with you inform the company. Roommate Addendum must be signed after company approval. Sublets are a direct violation of the lease. Please review your lease agreement.
5. No extreme noise will be permitted; this disrupts the peaceful dwellings of your neighbors. This can include loud parties, barking dogs, and loud car and home stereo systems.
6. Keep your home clean, filters changed, and yard mown and free of debris.
7. Do not use abrasive or caustic cleaners or cleaning cloths or scrubbers on any of the home's surfaces. If you have questions please contact Eagle Realty Group & Associates.
8. Do not put nails in the doors or trim; interior or exterior.
9. Disconnect your water hoses on or before October 1st.
10. Do not use rock or table salt on your driveway, sidewalks, stairs or patios. Use a product such as IceMelt that will not damage these surfaces.
11. No satellites will be permitted installation on the siding, decking, or roof of the home. Please see your satellite permission letter if applicable to the home you rent. Satellites must be removed prior to move out.
12. Tenants are responsible for maintaining the home exterior to include lawn mowing and trimming and removing debris such as animal refuse, garbage, branches, and clippings. Tenants are not required to water lawns or landscaped areas, change or replace mulch, or manicure trees and shrubbery (unless stated in the lease agreement).
13. Any home and landscaping projects must be approved by Eagle Realty Group & Associates prior to being completed; this includes painting home surfaces, planting shrubs and trees and installing landscaped beds.
14. Cleaning carpets every six months is recommended.
15. No smoking is permitted in any home managed by Eagle Realty Group & Associates this does include garages and unfinished basements. If tenants choose to smoke outdoors smoking related trash must be kept orderly and no yard is to be used as an ashtray. If trash is left in the yard it will removed at time of move out at the tenant's expense.
16. Changes to leases will only be made at time of lease renewal, in some instances changes will be made in regards to pets and occupants. Tenants are required to obtain permission from the management company.
17. Tenants are required to submit 30 day notice prior to the end of the lease and schedule final walk through, tenant is not required to be present for this walk through but utilities must be maintained through this date and five days beyond.
18. Pre inspections are recommended prior to the termination of the lease or move out date. Two pre inspections may be scheduled. This service is to ensure that the home is back to the state of initial occupancy and so that there are no security deposit discrepancies. Inspections must be done prior to the lease end date; exceptions can be made with approval from the management company.
19. Tenants are responsible for the pest control in the home. Tenants are also required to report any large pest control issues to the management company. In some instances we will require the home owner to address the situation.
20. Upon submitting notice of move out Eagle Realty Group & Associates will display a company sign in the yard and will request showing privileges, this is defined in your lease agreement.
21. Toilets: only toilet paper should be placed into this vessel; do not flush sanitary napkins, tampons, condoms, dental dams, baby or personal wipes, diapers (cloths, disposable, etc.), cotton swabs and balls, liquid clog removers, bar soap, cigarette butts, dental floss, paper towels, makeup removing or face astringent pads and wipes, paper or receipts, plastic wrappers, prescriptions, or single use toilet bowl cleaner heads.
22. Final month of rent will be paid in full regardless of move out date. The prorated amount will be refunded with the security deposit.
23. Swimming pools and hot tubs are not a direct violation of the lease agreement but any damage caused by the use or rupture of a pool will require the tenant to make any required repairs at their expense.
24. Grills, smokers and outdoor fryers should not be used on decking or patio spaces.
25. Make sure that drains are used regularly or filled with water to prevent sewer gases from entering the home.

Wear and Tear

* **What is Normal Wear and Tear:**
* Some matting, wearing thin, or fading of carpeting and vinyl floors or minor scratching on wood and laminate surfaces.
* A few nail holes (This doesn't include big gouges from where you tried to hang a giant mirror with 16-penny nails).
* Fading or yellowing of the paint.
* Slight wear on cabinetry from usage.
* Discoloration and fading of exterior surfaces to include: siding, windows, paint, shutters, weathering of decking.
* Minor nicks and marks on walls
* Settling cracks or nail pops
* Water staining from leaks not caused by tenants
* Toilet running or unstable on supports
* Tears in screens from weathering, time, or natural forces such as storm damage and hail
* **What is Not Normal Wear and Tear:**
* Stains and burns on the carpet.
* Broken windows.
* Broken or missing blinds.
* Gouges in the doors and walls.
* Flea and pest infestations caused by your pet.
* Pet scratches on the molding and on or around doors and heavy scratches on floors.
* Excessive dirt in the home.
* Burns on decks, melting of siding, staining on deck from potted plants.
* Dirty window sills, baseboards, blinds, curtain rods and other window hardware
* Greasy, sticky and/or damaged cabinetry
* Broken or missing window screens
* Any damage to home caused from forced entry
* Broken toilet seats and toilet components
* Broken mirrors
* Burns in countertops caused by pots and pans, kitchen accessories, curling and flat irons, clothes irons, etc.
* Broken refrigerator, microwave, dishwasher, and oven components.
* Jammed garbage disposals

**This is a list of normal items questioned by tenants and home owners. Discretion is used in determining what normal wear and tear is by the landlord outside normal parameters to include aging appliances and other items within a rental home.**

**Maintaining your home**

A simple guide to understanding how to live in a rental home

**Emergency Procedures**

* A maintenance emergency is defined as an issue that is dangerous, hazardous, or if not addressed in an immediate manner would cause major damage to the property or your personal well being. Keep HSSS (health, sanitation, security and safety) in mind when reporting emergencies. These items include no heat or air conditioning during extreme weather conditions, flooding, gas leaks, tree falling on home, major sewage issues and major storm damages to include roof leaks, broken windows and torn off siding.
* Fires, break-ins, stalking, robberies, damage to personal belongings and similar criminal and personal situations should be reported to the appropriate agency such as the fire dept., police station, and insurance company as well as to the management company with the filed report.
* An emergency is not an annoying sound, drain stoppage, appliance failure or HVAC issues during fair weather conditions. These situations are inconvenient and will be addressed on a routine basis during the business day.
* If an emergency occurs during normal business hours please call the office directly, if it occurs after hours (to include weekends and holidays) call the emergency number. If leaving a message please leave name, contact number, property address, and type of emergency.
* If an emergency situation occurs during the middle of the night it is very unlikely resolution will occur before the following day. Please try to contain the situation to the best of your ability. If you feel your well being is endangered please feel free to vacate the home, do not expect reimbursement for hotel stays if the situation did not call for this measure.
* **Emergency Checklist:**
* **Electrical Heat:**
* Check the thermostat to see that controls are set properly and batteries are operational in electronic thermostats.
* Check to ensure that fuses and circuit breakers are turned on
* Check the access panel to the blower compartment to ensure panel is closed
* Make sure that air returns and registers are open and not blocked
* Check to ensure that the filter is cleaned and has been changed recently (within 30-60 days)
* **Gas Heat**
* Check the thermostat to see that controls are set properly and batteries are operational in electronic thermostats.
* Check to ensure that fuses and circuit breakers are turned on
* Check the access panel to the blower compartment to ensure panel is closed
* Make sure that air returns and registers are open and not blocked
* Check to ensure that propane tank is not empty
* Check to see if other gas operated appliances are in working order
* **Water related issues:**
  + If water is running onto floors or a leak is detected by sight coming from an appliance, fixture, faucet, or pipe please turn off the water valve that services the device or turn off the main water shut off if there is not a readily accessible valve near the device leaking.
  + Call office immediately do not attempt to fix the leak on your own, even if leak is caused by accidently cracking or breaking a pipe or faucet.

**Maintaining Fixtures and Appliances**

* **Furnaces and Wall & Window Heaters/Air conditioners**
* All tenants are responsible for cleaning or replacing air filters on a 30-60 days basis.
* Dust air intakes, ceilings fans, vacuum regularly, dust home surfaces and sweep floors to help minimize dust collecting in your filters.
* **Heat Pumps and Air conditioners** work harder when turned up and down regularly. Maintaining a steady heating or cooling temperature will aid in keeping down electric costs. Heat pumps use three times the amount of energy when they use electric heat; raise your heat in small increments if you have set it low while away from the home. Air conditioners and heaters help to remove moisture from the air by circulating the air within the home.
* **Wall heaters** do not circulate air so turning them off when no one is utilizing the room; if this room houses any water pipes turn it down to a lower heating level.
* **Window Air Units** require routine dusting in the interior of the home and may house filters as well, hosing or washing off the back of the unit will aid it in keeping your home cool. Dirty coils and pans not only ensure the machine is working properly but also aids in keeping allergens out of your home.

**Power**

* If power goes out in your home check to see if it is isolated to your home or if it is affecting your entire neighborhood. First contact your utility company to see if there are power outages due to storms or electrical utility work.
* In cases where the power outage is isolated to your home check your circuit breaker panel. Ensure that all breakers are set to the on position and that the main breaker is set to on. Occasionally circuit breakers will turn slightly off and it may not be evident so turn it all the way off and then all the way on again. Listen for the click of the breaker going into position.

**Drains**

* Please keep drains free of foreign debris, hair, and food; if you clog a drain and a plumber is requested it is the tenant's responsibility to take care of this bill.
* Please remove all food from dishes prior to loading your dishwasher, large and small food particles can cause clogs in the appliance.
* A mix of hot water and bleach or hot water and white vinegar mixed with mild degreaser will keep drains running smoothly. If you are looking to use a strong drain cleaner such as Drano please contact the property management staff to ensure it is safe to use at the leased property.
* If you are worried about hair or toys going down the drain please purchase a drain screen to keep these items from causing issues.

**Garbage Disposals**

* Always run water when the appliance is in use to avoid damaging the unit, please run for a few seconds after the appliances has been turned off to rinse away any debris.
* Disposals are designed for the grinding of **most** organic items. Never put the following items in the appliance: cooked pasta, bones, banana peels, egg shells, artichoke leaves and stalks, celery stalks, potato peelings, dry or cooked rice, paper, plastic, glass, foil, grease or drain cleaner into the appliance.
* If appliance is not working, and you have not used it, please ensure that the appliance is plugged in (outlet is typically under the sink), hit the reset button if available, and ensure that the breaker has not been triggered to the off position.
* Any problems caused by the user will be the responsibility of the tenant to repair.

**Ovens/Stoves/Refrigerators**

* Please keep all interior and exterior surfaces of the appliances clean and free of grease, magnets, and heavy food particles.
* Be sure to routinely clean behind and underneath the appliances.
* Be aware of the various settings on your appliances, as technology grows so do the functions on the appliances. If you are unsure how to operate the appliances contact the property management staff.
* Please make sure ovens and stoves are off when not in use.
* If broiler pan is included with the oven please ensure it remains with the property at move out.

**Fireplaces**

* Please only burn hardwoods in wood burning fireplaces. If you use the fireplace be sure to have the chimney cleaned twice annually. Store all firewood neatly and never against the side of the home.
* If fireplace is propane it is your responsibility to lease and fill the tank.
* If the fireplace is not a primary heat source in the home the tenant is responsible for any costs associated with the use of this appliance outside of mechanical issues. Leases prior to June 2012 may require the landlord to assist in some fireplace functions.

**Kitchen and Bathroom Surfaces**

* Never use abrasives to clean brass, stainless, fiberglass, brushed nickel, oil rubbed bronze, or porcelain fixtures. It is better to use a mild detergent and wipe dry after use.
* If brass or stainless fixtures need polished please use the appropriate cleaner/polish.
* Stainless look is not stainless steel and should not be cleaned with Stainless Steel cleaner.
* Appliance touchup paint may be used in moderation if appliances or surfaces have minor blemishes or chips caused by the tenant.

**Water Damage**

* Tenants must take care to ensure no water damage is caused to the home.
* Close windows, doors, and garages during periods of precipitation.
* Ensure shower curtain or shower liner is inside the shower or tub surround. Showers doors should be completely closed during use.
* Bathroom exhaust fans should be used during times when shower or bathtubs are in use.
* Air conditioners should be used when extreme heat or high humidity levels are present or expected even if home is unoccupied while the tenant is at work or on vacation.
* Keep shower door track clean and free of debris.
* Never use faucets or shower heads for the hanging of toiletries or towels and rags.

**Sliding Glass & Screen Doors and Windows**

* Keep lower track clean and free of debris.
* Never use lubricating oil or WD40 on window and door tracks. This can gum and jam up mechanisms. If doors and windows are not operating properly contact your property management staff.

**Potted Plants and BBQ's**

* Please put a saucer or plate under all potted plants, both indoor and outdoor plants.
* If you are using propane or charcoal grills please ensure that it is on a mat.
* Grills of all types should be set away from all siding on the home exterior, decking handrails, and kept clean.
* If grills cause damage, whether from grease spills, burns or melting siding, tenant is responsible for all damage.
* Any damage from water or staining from potted plants will be assigned to the tenant at time of move out.

**Kitchen and Bathroom Counters**

* Never rest hot pots, pans, broilers, or teakettles directly on the counter. A trivet should be placed between the counter and hot surface.
* Never rest curling or straightening irons on bathroom countertops.
* Never cut directly on kitchen countertops.
* Never use hair dye on bathroom counters or any other surfaces.
* Never allow water to stand on the countertops for long, this can cause the underlayment to buckle and warp.
* Damage caused to countertops will be charged to the tenant.
* Always use nonabrasive products to clean countertop surfaces.

**Seasonal Maintenance**

* Remove all tree limbs, branches and leaves from the yard.
* Mow lawns every 10-14 days during the summer.
* Trim all borders, around structures and driveways.
* Disconnect and remove hoses by October 1st and every time used afterwards prior to April 15th.
* Check home for storm, wind, and snow damage to report to the management company; this includes roofing, fencing, siding, etc.
* Check to ensure gutters and downspouts are working properly.
* Ensure pools are opened and closed by a professional if used. All pools will be closed prior to tenant occupancy of a home unless otherwise requested, which will be documented in the lease contract.
* **Misc. Items in the Home**
* Dust blinds regularly and never completely submerge blinds for long period of time to clean.
* Tenants need to periodically check smoke and carbon monoxide detector batteries.
* When cleaning hardwood floor use a light cleaner/polish. Only use an industrial or residential buffer or polisher after checking with the management staff.
* Use throw rugs to minimize wear and water damage in high moisture and traffic areas in the home.
* Never use acidic cleaners, such as vinegar, to clean marble and granite surfaces.
* Never allow liquids to stand on marble and natural stone surfaces as they are porous and will stain easily.
* If you have a question on items in the home please contact the management staff.

**Tenant Web portal**

**Portal will require a tenant account number, please contact your property manager for this information, please become familiar with this function as it is used for all maintenance requests.**

* To access your tenant web portal go to **www.eaglerealtygroup.net**
  + Click on Property Management Tab
  + On left hand side of page click on Tenant Portal
  + This will open the web portal
    - If this is your first time to the site please use your email and password 123456
    - If you have accessed the site before please enter the password you have created; If you need to change your password follow prompts or call office
  + Once open you will have the following options on the web portal
    - View your account
    - Enter web service requests
* View Transaction History
  + All information will be displayed for a selected period
  + Change date range for relevant information
  + Information is open for 30 days after move out to be used for rental verifications
* Making Rental Payments
  + Click on Pay Here Now Display at bottom of Portal Home Page.
    - Click on Web Button and follow prompts to create your payment account.
    - We have no access to this site, but your amount due is displayed in your login access page.
    - Select a property, they are listed by Street Address
    - Select payment method
    - You will be responsible for transaction charges to include NSF or returned payment charges
    - Establish a monthly payment if you like.
    - Any payment made for less than the current balance will be kicked back. Making payments lower than your obligation could lead to incurring late fees and potentially put you in violation of the lease contract.
    - Eagle Realty Group & Associates has no access to any information within PayLease and we are not able to change passwords, usernames, account information, etc. If you make a payment in error notify us immediately.
* Making a Web Service Request for Maintenance Issues and
  + Click on Work Orders
    - Click on Work Requests; if not sure what type of issue assign it to General
    - Write a brief but detailed explanation under Issue Details
    - Please include a valid phone number, email address, and state whether it is OK to give the vendor keys or if you prefer to schedule with them

**Office contact information**

Office Address: 212 Old Rt. 66 Saint Robert MO 65584

Payment Address: PO Box 337 Ft. Leonard Wood MO 65473

Office Phone Number: 573-336-0003

Emergency phone number: 573-528-0986

Broker/Owner

Mrs. Stephanie Campbell soup68@embarqmail.com

Property Managers:

Bryant Boyd bryantboyd@embarqmail.com

Doliena Brotherton propertymgmt@embarqmail.com

James Buwalda jamesbuwalda@embarqmail.com

Jeremy Markusic brokersupport@embarqmail.com

**Important contacts**

**Recommended carpet cleaners:**

Don's Carpet Cleaning (also does home cleaning) Dover Steam Master

573-408-0105 573-774-0525

If you find another company please contact us to verify they are accepted.

**Home cleaning services:**

Lynn Crews America's Best (Chimney Cleaning) Don's Carpet Cleaning

417-217-1006 417-718-0719/ 866-879-8691 573-408-0105

**Repairmen:**

Jabiso Ron's Maintenance

573-774-7269 573-452-1478

**Yard Services Flooring Repairs:**

Jabiso Ed Cardin

573-774-7269 573-855-1115

**Pest Control Services**

Three Pines Pest Control J&W Pest Control

573-765-4318 573-336-2779

**Plumbing Services**

Ozark Electrical & Plumbing Ron's Maintenance

573-855-2617 573-452-1478

**Appliance Repair & Parts**

Rodney Apfel Jacobsen's Appliance

573-528-4953 417-588-1209

**Heating and Cooling**

Hick's Services Crawford's Heating & Cooling

573-774-5749 573-336-0085

**These vendors should only be contacted for repairs required by the tenant due to damages they have caused and not for routine maintenance of the home.**

**Utility companies**

**City of Dixon** (Water, Sewer, Trash & Natural Gas)

303 S. Elm Street Dixon MO 65459

573-759-6115

**City of Saint Robert** (Electric, Water, Sewer, Trash & Natural Gas)

194 Eastlawn Avenue Suite A Saint Robert MO 65584

573-451-2000

**City of Waynesville** (Electric, Water, Sewer, Trash & Natural Gas)

601 Historic Rt. 66 West Waynesville, MO 65583

573-774-5217

**Intercounty Electric** Plato, Roby, Evening Shade, Texas County townships

102 Maple Avenue Licking MO 65542

573-674-2211

**Gascosage Electric** Dixon  
803 Missouri 28 Dixon MO 65459  
573-759-7146

**Laclede Electric** Waynesville & St. Robert

24450 Southside Rd. Waynesville MO 65583

573-774-2281

**Public Water Supply District 1**

25745 Red Oak Rd. Waynesville MO 65583

573-774-3049

**Public Water Supply District 2**

22945 Harlan Lane Saint Robert MO 65584

573-336-5833

**Public Water Supply District 1**

12362 Hwy 32 Roby MO 65557

417-458-4569

**Pulaski County Sewer Department**

531 Old Rt. 66 Saint Robert MO 65584

573-336-5880

**Highway H Utilities** Water and Sewer

24530 Southside Rd. Waynesville MO 65583

573-774-5300

**Kuhn's Sanitation Services** Trash Services

11150 State Rt. 17 Success MO 65570

417-458-1655

**Mid East Services** Trash Services

20700 Hwy 17 N Waynesville MO 65583

573-774-6914

**Zeigenbein Sanitation** Trash Services

114 Zeigenbein Cr. Saint Robert MO

573-336-4848

**AmeriGas**

1184 Old Rt. 66 Saint Robert MO 65584

573-336-4821

**Goodrich Gas Co.**

322 Saint Robert Outer Road Saint Robert MO 65584  
573-336-4045

**Cable/Satellite/Telephone Companies**

(Not all companies are able to serve all areas, call directly for information.)

Cable America 573-336-5284

CenturyLink 800-788-3500

DIRECTV 888-777-2454

DISH Network 888-482-1240

**Deposits information and average utility consumption can be obtained by contacting the appropriate utility company at any time. Deposit amounts and consumption will vary based on family size and credit requirements of the individual utility company.**