

## KPW Service Association Members Announcement

We are delighted to share some exciting news regarding the remarkable achievements made by our newly appointed board of directors. Since assuming office in January, we have made significant strides in enhancing the organization's financial stability, operational efficiency, and customer service. We are pleased to highlight the following key accomplishments:

- 1. Comprehensive Investigation:** We successfully completed a thorough investigation into the alleged embezzlement incident that transpired under the previous board's tenure. Our findings have been handed over to law enforcement authorities for further action. We remain under strict orders to not disclose the particulars of this investigation.
- 2. Insurance Settlement:** We are nearing the final stages of reaching a settlement with Travelers Insurance to recover the losses incurred due to the alleged theft. Until a settlement is reached, we cannot disclose financial or other information to the members.
- 3. Enhanced Financial System:** A new accounting system, aligned with AICPA standards, has been implemented. This system will facilitate a comprehensive **Full Audit** scheduled for 2023, providing us with accurate and reliable financial information.
- 4. IRS Compliance:** We are meticulously reconstructing the 2021 and 2022 books to meet the stringent requirements of an IRS audit.
- 5. Streamlined Processes:** We successfully processed over 4,000 contract renewals, ensuring seamless continuity of services for our valued members. We installed a new, more efficient Credit Card System. Thank you for your patience during the renewal process this year.
- 6. Improved Data Management:** Through the development and installation of new software, we have implemented an advanced data collection system, bolstering our capabilities in managing crucial information.
- 7. Quality Control:** The introduction of a job ticket review system has allowed us to maintain rigorous quality standards, enhancing our service delivery.
- 8. Transparent Billing:** We have implemented a chargeback system to promote transparency and accuracy in financial transactions and bring down costs to all members. Chargebacks are designed to recoup service call charges invoiced by Quality Complete Home Services to KPW, but not covered by that member's plan.
- 9. Upgraded Communication:** Our phone system has been replaced with state-of-the-art technology, enabling efficient and reliable communication channels for our members.
- 10. Expanded Support:** We are thrilled to announce the opening of a new marketing and call center department, enhancing our ability to assist and address member inquiries effectively.

11. **Improved Marketing:** We have a new logo, a new color scheme, a new website, a new Facebook page, and a new Nextdoor business page – just to name a few. Please visit [www.kpwservice.com](http://www.kpwservice.com) or search social media sites for **KPW Service Association, Inc.** for our official communication.

12. **Member Advisory Committee (MAC):** We received several interested applicants to MAC. However, upon the chair's outreach we received few responses. Please visit our website for more information if you are interested in participating in a committee.

13. **Efficient Administration:** A new office manager has been appointed, bringing valuable expertise and leadership to our administrative operations.

14. **Vendor Partnership:** We have successfully retained our current appliance repair vendor (Quality), securing a new three-year contract to ensure continued reliable service for our members.

15. **Board Rejuvenation:** The board has undergone some changes with the replacement of the President and Secretary positions, as well as the positive additions of three new members selected from a pool of highly qualified applicants. We are well-positioned to meet the challenges ahead.

16. **Bylaws Update:** We are actively working on rewriting new bylaws for member review and ratification, aiming to reinstate member elections and governance. This critical update addresses the removal of these provisions during the 2014 bylaws revision.

We take immense pride in the accomplishments we have achieved thus far and remain steadfast in our commitment to progress. As we move forward, we are confident in our ability to build upon these achievements and continue serving you with excellence.

We extend our heartfelt gratitude for your unwavering support of the KPW Service Association.

Sincerely,

KPW Board of Directors

Dave Popovich, President  
Roger Johnson, Vice President  
Mike Trela, Treasurer  
Barbara Allen, Secretary  
James Halloran, Director