



KPW Newsletter

July 2023

Welcome to the KPW Monthly Newsletter!

Our goal is to keep you informed about the latest updates and provide you with exceptional service. In addition to news, we will share maintenance updates, reminders, instructions, and helpful tips on various topics, from managing your thermostat to keeping your appliances in top-notch condition.

Let's begin with the most recent news.

New Office Manager

On June 1st, we welcomed Ashley Smith as our new office manager. Ashley brings a wealth of experience in accounting, office management, and customer service. She holds a bachelor's degree in accounting and a master's degree in business administration. Ashley is highly motivated, results-oriented, and dedicated to providing excellent service to our valued members.

New MAC Chairman

Congratulations to Craig Dodd on his appointment as Chairman of the MAC Committee (Member Advisory Committee)

Craig has been a resident of Kings Point since 2014. Craig is a strong leader with a proven track record of success. He is also a dedicated and passionate advocate for the Kings Point community. We are confident that he will be an effective Chairman and will help to ensure that the MAC Committee continues to serve the needs of the community. We are excited to have Craig onboard.

Craig has already added three members to his committee, and is looking to add more. Please submit an application through our website if you are interested in serving.

Our New Website

If you haven't already, please visit our website at www.kpwservice.com to see all the announcements we posted. Our new website features contact information, board updates, detailed appliance information, and news about ongoing efforts to deliver the best possible service at a reasonable price.

Office Hours

We often receive inquiries about our limited office hours. While our physical office is open to members only two days a week, our dedicated staff is available to assist you every day from 8 am to 8 pm. They handle emails, voice messages, and live calls, ensuring prompt response and efficient coordination with our quality service technicians. Additionally, they manage accounting tasks, bill payments, and data input, all while safeguarding our funds. While we would love to spend more time with our members, the current schedule requires we balance comprehensive support while maintaining operational efficiency.

Before You Call for Service:

We understand that you want to get the most out of your KPW membership. That's why we want to make sure that you're only calling for service when it's truly necessary. When we receive a service call, we have to pay the vendor for their time and expertise. If we receive too many unnecessary calls, it can drive up the cost of membership for everyone.

The best way to prevent chargebacks is to only call for services that are covered. Remember: We do not cover instruction, misuse, abuse, or preventative services. We appreciate your understanding. We're here to help you keep your appliances running smoothly, but we need your help to keep membership fees low.

HOT! HOT! HOT! A Record number of AC units needing repair.

Please bear with us the office staff and techs are doing their best to keep up with the volume of calls and get you serviced as fast as possible

The best solution is to help prevent your AC from shutting down.

1. Try to keep your temperature at 75 or higher until the heatwave subsides.
2. Make sure your AC filters are clean and have been changed at least once every 3 months.
3. Treat your AC drain periodically with a ¼ cup of vinegar.

If your AC does stop working:

1. Check the breakers.
2. Check your thermostat: Is it set correctly (**HEAT** vs **COOL**)? Is the fan set to **ON** or **AUTO**?
3. Change your filter routinely – this keeps the unit from having to work harder, use more electricity or break down faster. Change it once every three months.

A/C – Heat - Not working – Power Surge/loss:

1. Turn off the unit at the thermostat. Keep the unit off for 15 minutes. Reset your breaker.
Turn on the unit. If still not working, schedule a service call.

Your Voices Count.

We value your feedback, whether you had a great experience or not. Please don't hesitate to contact us if you have any comments or questions. Your feedback will help us to improve our service and make it even better for you in the future.

Just write us at contactkpw@kpwservice.com

If you would like to contact Mike Trela regarding the newsletter, please contact mike@kpwservice.com

Thank you for being part of the KPW community. We appreciate your continued support, and we look forward to serving you with excellence. If you have any questions or concerns, please don't hesitate to reach out to us through our email or website.

KPW Board of Directors