



KPW Newsletter

September 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.

From the Office:

As we transition into a new season and embrace the changes it brings, we are thrilled to share some exciting updates from our end, all aimed at making your experience with us even more seamless and enjoyable.

- **Exciting Member Events:**

In preparation for the upcoming renewal season, we're organizing a special Renewal and New Membership signup event. Join us for an event where we'll connect with members, share insights on membership fees, service agreements, appliance coverage, and engage in interactive sessions with our team. Stay tuned for invitations in the coming weeks.

We're thrilled about these changes and innovations, made just for you. Our commitment to delivering exceptional service remains steadfast, and we're eager to serve you even better with these enhancements.

- **Uncovered Services (Chargeback) - KPW SERVICE AGREEMENT Page 1, Section 8**

We understand that dealing with Chargebacks can be an unpleasant and challenging process.

However, as part of our commitment to cost control, we must maintain our efforts to collect on

these types of service requests. Please try to follow the website and newsletter information on troubleshooting steps you can take before contacting the KPW service request line.

Coming in the Future:

Transition to Electronic Service Requests:

We are excited to announce the coming of a new service! You will soon be able to easily request our scheduling at the click of a button through our user-friendly online platform (available soon on the KPW website). This convenient method ensures swift response times and efficient delivery. Rest assured, you can still reach us via phone to request appointments and access any other services you might require.

Detailed instructions on how to use this new feature will be provided shortly. We appreciate your cooperation as we make this transition to serve you better.

Reminder of Office OPEN Hours:

- Tuesdays 9 am - 1pm
- Thursdays 1 pm - 4 pm

Telephone Service Request Hours: (813) 633-0061

- Monday - Friday 8 am - 5 pm

After Hours EMERGENCY Service Request Line Hours:

- Monday - Friday 5 pm - 8 pm

Weekend EMERGENCY Service Request Line Hours:

- Saturday & Sunday 8 am - 8 pm
- Please note, there is a \$10.00 Service Fee for Regular hours and a \$45.00 fee for Emergency Services after hours.

Platinum members will not be charged the \$10.00 fee or the \$45.00 fee.

An emergency call is if your -

- Air Conditioner or Heat are not working,
- your Refrigerator is not cooling,
- or you have a severe Plumbing Leak.

Appliance Re-Calls

There are some very serious appliance recalls that can result in overheating and fire if not detected and remedied. We will be starting a new section on our website and also in our upcoming Newsletters, notifying members.

Maintaining Your Garbage Disposal

Clogged Garbage Disposal – YUCK!

Some Do's and Don'ts to prevent it:

Do

1. Use Cold Water: Always run cold water while using the garbage disposal. It helps in solidifying any fats or oils, making them easier to chop up and wash away.
2. Grind Small Amounts: Feed small portions of food waste into the disposal to avoid overwhelming it and ensure efficient grinding.
3. Keep it clean You can grind fibrous vegetables like celery, carrots, or small amounts of ice to help clean the disposal.

Don't:

1. Put in Non-Food Items: Avoid putting non-food items like glass, plastic, metal, or paper into the disposal, as these can **damage** the blades and motor.
2. Put too much food waste in the garbage disposal at once. This can overload the blades and cause them to clog.
3. run the garbage disposal without water. Just can overheat the blades and damage the garbage disposal.

4. Toss Large Bones: Large, hard bones should not be put in the disposal as they can damage the blades.

4. Dispose of Stringy Foods: Foods like corn husks, onion skins, or pasta can get tangled in the disposal, so avoid putting them in.

5. Grind Hard Objects: Avoid grinding hard objects like large seeds or pits, as these can damage the disposal's grinding mechanism.

If you have a clog

To unclog a garbage disposal, you can try the following methods:

1. Turn off the power to the Garbage Disposal
2. Inspect the disposal to see what is causing the clog. You can use a flashlight to look inside the disposal opening. If you see a large object, you can try to remove it with needle-nose pliers Tongs **but never use your fingers.**
3. Use baking soda and vinegar to dissolve the clog. Pour 1/2 cup of baking soda into the disposal, followed by 1 cup of vinegar. Let the mixture fizz for 15-20 minutes, then flush the disposal with hot water.
4. If all else fails, call KPW

Board News:

We still have two open positions on the Board of Directors and are looking for candidates with Analytical skills, experience with Microsoft Office, Accounting Background, Quick Books, or General Business backgrounds. These are not a requirement but would be an asset. Please forward your resume to Dave Popovich Dave@kpwservice.com

Need those email addresses:

If you received this Newsletter through your email, we have your email address but if you got it through social media or personal contacts send your email to us at contactkpw@kpwservice.com.

Your voices Count.

If you received great service and want us to know or if you did not receive good service and want us to know or want to contact us for any reason, please do not hesitate. We want to hear from you at: contactkpw@kpwservice.com

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

More information is available on our website www.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