

TO: All Residents

RE: Procedure for Repairs

- Section 26 of your lease states all requests for repairs by the owner must be in writing. Please read this section of your lease for complete information regarding repairs. The reason for this procedure is so that we may better handle priority repairs. All requests need to include the problem in detail, your name, address, and contact phone number. **General repair requests can be submitted in the following manner:**
 - **Submitted through your Online Tenant Portal**
(Preferred method which allows us to respond most quickly to your work orders)
 - Email to Brittany@kvainc.com
 - Fax to: 512-870-9409
 - Mail to : KVA, Inc. PO Box 201687 Austin, Tx 78720
- **ONLY Priority repairs should be called in on our 24/7 MAINTENANCE LINE at 512-343-0391**. Leave a complete message that includes the problem, name, address, home and work phone numbers. Examples of priority repairs are:
 - Heating and Air Conditioning Problems**
 - Appliance problems**
 - Water Heater problems**
 - Serious water leaks**
- **The only problems considered emergencies are uncontrolled water breaks or gas leaks in which case you need to call the responsible utility supplier to cut off at the main.**
- **Lost or stolen keys are replaced by an appointment in our office during office hours. If you are locked out of your unit after hours, you will need to contact a locksmith or wait until we can make you a new key.**

Your cooperation is appreciated.

Thank you,
KVA, Inc.