

Join Victorian Village Townhome Corporation on

MaintainX

A Quick & Easy Way to Get Things Done

We've recently streamlined repair requests to greatly improve communications between; Owners/Residents, Genesis Community Management, the VV1 Board and our Maintenance Staff. We're excited to invite you to **MaintainX**, the most reliable way to let us know when you need something fixed!

Benefits of Joining MaintainX

- ◆ This easy-to-use app lets you send repair requests directly from your phone, tablet or desktop 24 hours a day / 7 days a week.
- ◆ Quickly add a description of the problem, multiple photos and any comments you may have. Edit or add to the information whenever you need to.
- ◆ Your request is instantly delivered to both Genesis and the Maintenance Committee, resulting in faster response times.
- ◆ Approved repair requests become work orders in the system, which allows you to track the status and communicate directly with the VV1 staff and Maintenance Committee to ask questions, schedule access, etc.
- ◆ Once the repair is complete, you can let us know how we did!

GET THE APP FOR VV1!

Scan this Code



MaintainX
The VV1 Repair Request App

Or Use This Link:

<https://tinyurl.com/MyVV1App>

Or Contact Genesis for More Info.

MaintainX

Create an account

Let's get you to your Work Orders!

Your Name

Fred Flintstone

Email address

Fred@rockstone.com

Phone Number (optional)

(555) 321-1212

< **MaintainX**



We just emailed you

Please enter the code we sent to Fred@Rockstone.com

Verify

Didn't get the code? Resend

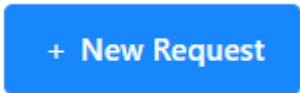
Registration is a Breeze!

- ◆ Once you've scanned the code or followed the link, click the "Get Started" button.
- ◆ Input your name and email address. Phone # is optional. Information is private.
- ◆ Click "Next".
- ◆ MaintainX will email you a confirmation code. Input the code to complete your registration.

SO EASY TO REGISTER!!

Submitting a repair request is now as Easy as 1, 2, 3!

- ◆ Step 1: Just click to start a new request:



- ◆ Step 2: Input the details:

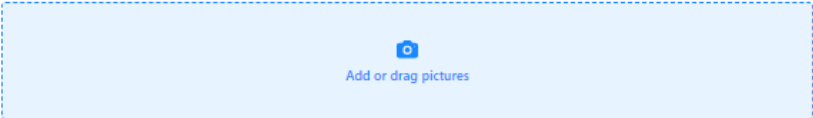
Unit # and Problem >

**Click to Add or
Drag-and-Drop >
Your Photos**

Detailed Description >

New Request

10402 - Front Downspout Clogged



Description

Please clean out front downspout.

Priority

None | Low | Medium | High

Location

Start typing...

Asset

Start typing...

Files

Attach files

Create

- ◆ Step 3: Click "Create" to finish:

Requests are sent to a **five-person Maintenance Committee** for review.

If your **Request** is approved, it becomes a **Work Order**. You can follow the progress.

If for any reason a request cannot be approved, we'll issue a **timely response** stating why.

Either way, you can **stay in touch** and **up-to-date** on multiple requests from the convenience of your phone.

Use the *Comments* tab of the work order to **communicate directly with us**.

When the job is done, you can let us know how we did!

SO EASY TO SUBMIT A REPAIR REQUEST!!