

Join Victorian Village Townhome Corporation on

MaintainX

In an effort to streamline the work order process and improve communications between the HOA, Genesis Community Management, VV1 staff and Owners/Residents, we've spent the past few months field-testing this easy-to-use maintenance software, available for both phone and desktop computer. We're pretty confident about the progress we've made, and we're ready to invite you all to subscribe to our new system.

Benefits of Joining MaintainX:

- ◆ Easy to use app let's you create repair requests directly from your phone (desktop version is also available). You can quickly add multiple photos, a description of the problem and any comments you may have. Edit or add to the information whenever you need to.
- ◆ Your request is immediately presented to the Maintenance Committee for review, resulting in a fast response.
- ◆ If your repair request is approved to become a work order, you can track the status, provide additional information, and even communicate directly with the VV1 staff and Maintenance Committee to ask questions, schedule visits, etc.

Scan the Code



Vv1 Maintenance Requester
Sign-Up

*This code expires April 20, 2023
Contact Genesis for new invite*

Or Use This Link:

<https://tinyurl.com/VV1-MYX>

URL link expires in thirty (30) days on April 20, 2023.

After that, just contact a Board member or Genesis for a new registration link. We hope to get all Owners and Residents on the system within the next few months.

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.

NEXT PAGE...

...SEE HOW EASY IT IS TO SUBMIT A REPAIR REQUEST!

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

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

[+ New Request](#)

- ◆ Step 2: Input the details:

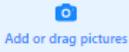
[Unit # and Problem >](#)

[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:

Your submitted requests are sent to a **five-person Maintenance Committee** for review. If the **request** is approved, it becomes a **work order** and will be assigned for completion. If for any reason a request cannot be approved, **we'll issue a timely response** stating why. Either way, **you can stay up-to-date** on multiple requests from the convenience of your phone.

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

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

Use the *Message* function to **chat with neighbors and Board members**.