

Dear New Resident (s),

Welcome to Kenbrook Village! We know you will enjoy living here in our community. Here are some helpful hints and friendly reminders for moving in and throughout the year.

❖ **Utilities:**

- **Electric:** Please call AEP at 1-800-277-2177 to have the electric utility placed in your name. This date should coincide with your move-in date.
- **Gas, Water & Sewer** will be set up automatically by KRG, Inc. and you will receive a bill monthly from Guardian Water & Power. Those bills are payable to KRG, Inc and can be paid online at KRG customer portal.

❖ For **Phone and/or Cable**, please contact the providers directly.

- **NOTE:** Do not install satellite dishes.

❖ **Parking:** Each resident may use only 1 curbside parking space and one assigned carport. Other vehicles must be parked off the property on the street. Please be respectful of any spaces marked handicapped.

❖ The **Kenbrook Village Office** is not open on a regular schedule but the **Resident Managers, Tom & Sharon Sappington**, are usually on the grounds during business hours **M-F 7:30am-4pm** and can be reached on their mobile: **614-206-3554**.

❖ **Maintenance Contact phone #'s**

○ **General maintenance requests:**

- Office 614-451-2786
- Email kenbrookvillage@att.net
- Place work order thru customer portal at KRG website

○ **Urgent maintenance requests M-F 7:30 am to 3:30 pm**

- Ron 614-206-2523

○ **After Hours Maintenance Emergency After 5 pm M-F**

- **614-228-5547**
- Emergencies are defined as a broken water line or no heat that can't wait until the next business day. **For fire or police please dial 911.**

❖ **Lock outs:** If you are locked out during non-working hours you may attempt to contact the resident managers at 614-206-3554. There is a \$20 lockout fee payable at that time to the manager. Otherwise, you will need to contact a locksmith.

❖ **Party House:** The Party House is available to rent on a first come first serve basis. For availability call the office at 614-451-2786 or email us at kenbrookvillage@att.net. You will need to return a Party House Agreement and Guidelines form under the forms section with \$30 per day's use to the office before a key can be issued.