



MAINTENANCE INFORMATION

At KMB Property Management, we strive to provide quality services to all residents. If you have a maintenance concern, we offer two options to help you get the assistance you need as quickly as possible.

- You may log into your online portal to submit a maintenance request. Please follow the prompts below to submit a ticket.
 - o Tenant Web Access → Service Issues → Add Service Issues
- You may also call our office at (319) 826-2683 to submit a maintenance request.

Do NOT submit a maintenance request through your online portal if it is an emergency (ie., heat and water issues). When submitting requests please be as detailed as possible. The more specific you are when describing your problem, the faster the maintenance department can address it. For example: “The toilet in the upstairs bathroom is leaking,” is better than “my toilet is leaking.”

*Please be advised that submitting a maintenance request is you giving us permission to enter your unit.

For all **AFTER HOURS & EMERGENCY** maintenance concerns, please call us at **(319) 899-2272**.

If you are experiencing a safety emergency, such as a break-in, please call 911 immediately. For non-emergency safety concerns, please contact your local police department.

Non-Emergency Police Departments:

Cedar Rapids: (319) 286-5491

Marion: (319) 377-1511

Hiawatha: (319) 393-1212

Anamosa: (319) 462-4434

Mt. Vernon: (319) 895-6141

KMB MANAGEMENT

www.kmbmanagement.com

With offices in Cedar Rapids and Iowa City