

Important Xfinity Service Update – LVWA Community

Dear Residents,

We wanted to provide an update regarding Xfinity services in our community.

Xfinity has confirmed that service installation for the entire community remains on schedule to begin on October 1, 2025. Any contradictory information being circulated is unfounded.

A minor construction issue caused a brief delay, but it has now been resolved. As a result, door tag notifications have been rescheduled and will be completed by Monday, September 9, 2025. Once you receive your door tag, please make an appointment as soon as possible.

Service Issue Reporting

- Emails regarding service concerns are forwarded directly to Xfinity, which will respond within 24–48 hours.
- If you do not receive a response within 48 hours, please get in touch with the Association Office either by phone or by forwarding your original email with a note indicating you have not received a reply.

We understand that this process may be inconvenient, but it is currently the most effective method available for tracking and resolving service issues.

Call Center Information

Xfinity has acknowledged that the phone numbers provided to the community connect to a general call center, and not all representatives have been updated on the services being offered to LVWA. They are actively working to update their internal systems so that call center staff can provide more accurate and efficient assistance.

Thank you for your patience and cooperation as we work with Xfinity to complete this installation process.