



RESIDENT AND TENANT CONTACT INFORMATION REMINDER

Updated 2024

This is a general reminder to all homeowners that you can update your own contact information under the “Account Profile” tab in your owner portal. Additionally, you are able to update the details of any tenants you may be renting your property to under the “Property Details” tab.

Maintaining this information in our system is critical for us to communicate with you and your tenants, and effectively provide HOA general notices, updates, warnings and violations, etc. As such, *it is a requirement of all homeowners in our community associations to provide updated and accurate contact information for yourselves as well as any tenants you may have occupying the property.*

As homeowners, you ultimately are responsible for ensuring that your tenants are adhering to the provisions of the association’s governing documents. It is expected to be made clear in any lease you provide to your tenants that they are subject to all HOA governing document provisions. It is also expected that you maintain awareness of HOA-related matters as they evolve and communicate any changes as well as any updated governing documents to your tenants.

If violations are noted for your property, notification is sent via email and also posted directly to the residence. Any email address on file for the property will receive that notification, which is why it’s important and recommended that you maintain a valid email address in your profile. If you have a mailing address that is separate from your association property address reflected in our system, all mailed notices will be sent there, as well, to ensure receipt by you as the homeowner. ***Please remember, if tenant information is not provided to us, it is expected that all HOA-related communications sent to the owner will be relayed to the tenant.***

Please understand that all HOA-related notifications, memos, or information may be sent in the following ways so that you can ensure you are actively monitoring for such messages for yourself and for your tenants:

- Text
- Email
- Letter
- Door Letter

To avoid missed information and failed communications, please ensure all contact information for yourself and your tenants as may be applicable is updated through your owner portal. You are also encouraged to familiarize yourself with the current rules and regulations of your association, which can be found under the “Shared Documents” tab in your homeowner portal.

If you are unable to add or update the necessary contact information for yourself and any tenants you may be leasing to via your homeowner portal, feel free to email the information to our office and we will be happy to update your profile accordingly.

Thank you for helping to keep our system accurate and updated!
Alliance Property Management

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