



Dear Homeowner,

We want your homeownership experience to be a great one and so we've provided you with a homeowner care platform that will allow you to better understand, maintain and enjoy your home.

On your move-in date, you will receive an email with instructions to activate your homeowner portal.

1. Receive an email from **accounts@homeinformationpackages.com** with the subject line '**Activate Your Homeowner Portal**'.
2. Click on the link that says Set Password
3. Set your password
4. Log in to your portal

Once your account is activated, you can:

- Learn how to operate your home's systems;
- Learn how to maintain your home so that it's always looking its best;
- Store important documents about your home in a central reference point;
- Get important announcements from your builder and easily contact them when necessary.

Download the app – simply search for



Your Homeowner Experience will include:



An interactive cloud-based web portal, instantly accessible from anywhere, at any time and from any device



Access can be granted to tenants and transferred to future owners.



Recommended warranty-based maintenance alerts



Detailed, unit-specific warranty information and milestone alerts



A one-click service request function



A homeowner guide

Submitting a Service Request

After logging in, click Service in the left side menu.

Step 1

Indicate your availability for a service appointment.

Step 2

Provide details of the issue being reported. Include pictures of the issue, if applicable.

Step 3

Click Submit when you are ready to submit your list.