



## Frequently Asked Questions Homeowners and Condo Owners

Still have questions? Get in touch at [Info@TowneProperties.com](mailto:Info@TowneProperties.com) or call (513) 381-8696.

### Resources

- [Register for an Account](#)
- [HOA/COA Login](#)
- [HomeWiseDocs](#)
- [Towne Properties District Offices](#)
- [Towne Properties Website](#)

### How do I register for an online account?

1. Go to [TowneProperties.com](http://TowneProperties.com) and click Login -> HOA/COA Login -> Click here to register or click on the Register for an Account link above.
2. Follow the instructions on the Account Registration page
3. *Or* contact your Association Manager and they can send a Direct Link via Email

### How do I make a payment online?

To make a payment or view your ledger log into your online account by going to [TowneProperties.com](http://TowneProperties.com) > Login -> HOA/COA Login or clicking on the HOA/COA login link above.

### Where do I access documents for a purchase/sale/refinance of my home or condo?

Please contact Homewise Docs to access documents needed for sale, purchase, or refinance. These include Status of Assessment Letter / Seller Certificate / Condo Questionnaires.

### Where do I access documents for my HOA/COA?

Community documents may be available in the following places depending on your HOA/COA:

- Your community website
- In the Document folder in your online account
- By contacting the district office that manages your association

## How do I submit a project for architectural review?

If you are making an exterior improvement to your home or condo you will need to get approval from your HOA/COA. To get information about the process please contact Towne Properties via your online account or by calling the district office that manages your HOA/COA.

## How do I put in a work order?

You can place a work order by logging into your online account and clicking on the Maintenance Request tab. Include accurate information for the work order to be reviewed.

## How do I reserve a community room or clubhouse?

Please get in touch with your HOA/COA manager under the Communication tab in your online account or contact the district office that manages your association.