NEW ENGLAND
PROPERTY AND REAL ESTATE
MANAGEMENT LLC

PORTAL USER MANUAL

Association Owner Guide Bookkeeping-Only Edition

For owners in associations where NEPREM provides bookkeeping only

New England Property and Real Estate Management LLC

Edition: November 2026 · Checked against Portal v2.12.727

Applies to: Residential and Commercial Association Owners (Bookkeeping Only)

Questions? team@neprem.com · (617) 683-1148

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This guide describes the NEPREM Portal as of November 2026 (version 2.12.727). If a screen looks slightly different, the steps are usually the same. Questions: team@neprem.com or (617) 683-1148.

1. Welcome

Your association has a **bookkeeping and dues** arrangement with NEPREM. NEPREM keeps the association's books and collects dues. Your **board** arranges repairs, vendors and day-to-day building operations.

Your portal is the place to:

- see your dues balance and pay online,
- set up Auto-Pay,
- print your statement,
- read association documents, announcements and meeting notices,
- see violation notices for your unit and answer them,
- message NEPREM about your account,
- keep your contact details and mail choices up to date.

The portal looks the same as for fully managed associations. The one difference is repairs: see section 7.

This guide describes the screens as they are today. If something looks slightly different, the steps are usually the same. When in doubt, email team@neprem.com or call 617-683-1148.

2. Signing in

1. Go to `neprem.com`. The **Client Sign In** box is near the top of the home page. On a phone, tap the green **Sign In** button at the top, or scroll down a little.
2. Enter the email address NEPREM has for you and your password.
3. Tap **Sign In**. You land on the **Owner Portal**, `neprem.com/owner-portal`.

First time signing in, or forgot your password

If NEPREM set up your account, you may have an email called "Your NEPREM resident portal is ready". Tap **Set your password** in it. That opens the page in the steps below with your email address already filled in, so you can start at step 3. If you forgot your password, or you have no such email, start at step 1.

1. Go to `neprem.com/forgot-password`.
2. Type the email address NEPREM has for you.
3. Tap **Email me a link** once.

4. Open the new email. It is called "Set your NEPREM password" the first time and "Reset your NEPREM password" after that. Tap its button (**Set my password** or **Choose a new password**) and choose a password of at least 8 characters. The link works for 24 hours and only once.

For your security the page never says whether an email address has an account. If you ask more than once, use the newest email. If nothing arrives after a few minutes, check your spam folder, then call 617-683-1148.

> **Note**
> After 5 wrong passwords in 15 minutes, the portal pauses sign-in to your account from that phone or computer for 15 minutes. Other devices are not affected. Wait, or set a new password with the forgot-password page (that ends the pause), or call 617-683-1148.

If a link takes you to a page that needs you to be signed in (for example your statement, notification settings, repair requests, change password or Report a problem), the page shows a **Sign in** button. After you sign in, you come straight back to that page.

Your first visit

Once you are in, a few minutes saves trouble later:

1. Open **Profile & Settings** and check your phone, email, emergency contact and mailing address (section 12).
2. Look at the tiles at the top of the page to see your balance (section 3).
3. If you pay dues online, try the pay area once (section 4) and think about Auto-Pay (section 5).
4. Read the latest notices from your association (section 9) and open its bylaws (section 8).

Two-step sign-in (optional)

You can add a second step to signing in. It is optional: NEPREM does not require it.

1. Go to `neprem.com/account` and find the **Two-step sign-in** card. (You can also reach it from **Account** at the top of any portal page, or from **Profile & Settings**.)
2. On your phone, add NEPREM to an authenticator app (for example Google Authenticator, Microsoft Authenticator, Authy or 1Password). Use **Add NEPREM to my authenticator app** on the card, or type the setup key it shows.
3. Type the **6-digit code from the app** and tap **Turn on two-step sign-in**.
4. Save the 10 backup codes it shows you. You see them only once, and each one works only once.

After that, each sign-in asks for a code. **Make new backup codes** and **Turn off two-step sign-in** are on the same card. Both ask for a current code from the app or an unused backup code.

Signing out and switching portals

Sign out is at the top and bottom of every portal page. **Account**, also at the top, opens `neprem.com/account`. If you are also a board member, a landlord or a tenant, a **Switch portal** button appears next to your name. The portal remembers the last one you used. If you open a portal page that is not for your account, it says so and offers **Go to your portal**.

3. Your dashboard at a glance

At the top

- If you own units in two or more associations, a **Switch association** bar lets you pick one. Everything on the page follows that choice: balance, pay area, statement, invoices, Auto-Pay, maintenance, documents, violations and tax documents. Messages and notifications are not split by association. The portal remembers your last choice. If NEPREM has given you access to a building's live QuickBooks reports, a **Financials:** card for that building appears just above **Notifications**, whichever association you picked.
- **View Association Page** opens your association's shared page (see section 9).

The five tiles

Tile	What it tells you
Current Balance	What is due now for your unit(s). It reads "Balance due", "Up to date" or "Credit on account". The lines under it may add how much of it is past due, a payment that is still processing, or dues posted early for next month ("upcoming (not yet due)"). Tap it to jump to the pay area.
Last Payment	The date and amount of your most recent payment.
Next Payment Due	"Now" when money is due today (with the amount, then your next scheduled charge), otherwise the date and amount of your next scheduled dues charge, in dollars and cents.
Open Requests	Repair requests on your unit that are still open or in progress. Tap it to jump to the repairs card.
Unread Messages	New messages. Tap the tile to jump to Messages.

Under the tiles is an emergency line: call 911 first for fire, smoke, a gas smell or someone hurt, then NEPREM's office number, 617-683-1148. At your association the board handles building emergencies (section 7). Below it is a row of jump links (**Pay**, **Repairs**, **Messages**, **Notices**, **Documents**, **Profile & Settings**). **Notices** appears only when your association has posted something.

When you have notifications, the first jump link shows how many, for example **3 notifications** (or **1 notification**). It jumps to your **Notifications** list at the bottom of the page. It counts the notices from the last 90 days that you have not dismissed, and it is hidden when there are none.

The cards below the tiles

In order: **Your Account** (the pay area and your transaction history), **Latest from your association**, your **unit** card (your address and a **Request a repair** button), **Invoices from NEPREM**, **Maintenance Requests**, **Messages**, **Documents**, **HOA Violations**, **Tax Documents**, **Auto-Pay**, **Profile & Settings**, any **Financials:** card NEPREM has given you (see above) and your **Notifications**. Hampton Shores owners also see **Plumbing Reports**.

If you own more than one unit in the association, each unit gets a tab with its unit card, its own pay area, **Account history** and a **Print this unit's statement** button.

Latest from your association shows the next meeting (with **Yes**, **No**, **Maybe** and **Add to Calendar**) and the newest notices, with a link to the Association Page. It is left out when there is nothing to show.

If your account is not linked to a unit yet, you see "We are still setting up your account" with the office phone and email. You can still use Messages and Profile & Settings. You also see this card after you sell your unit and NEPREM closes your account. To pay a final balance or ask about it, call 617-683-1148.

The bottom of every page has **Report a problem** (for something wrong with the portal), **Need help?** (email the office), the office phone number, **Sign out**, and a **Dark / Light** switch.

4. Paying your dues

Ways to pay

Method	Fee	When it posts
Bank transfer (ACH)	Free	1-4 business days to clear
Card (credit or debit)	A 5.49% card fee on the amount you pay	Right away
Check by mail	Free	Allow 5-7 business days for mail, plus 1-2 to record

Example: paying $1,000 by card costs $1,054.90 ($54.90 card fee). The same $1,000 by bank costs $1,000.00. The portal shows the exact amount before you pay.

From January 1, 2027 (the 2027 management agreement): the card fee becomes Stripe's processing cost, passed through at cost: 2.9% of the total charged plus 30 cents, about 3%, and NEPREM keeps none of it. The same $1,000 by card will then cost $1,030.18, and the card button reads **Pay by card (+~3%)**. Debit cards are not accepted from that day: pay by credit card, bank transfer or check. Money orders are accepted with no fee: make one payable to the same name as a check and mail it to New England Property and Real Estate Management LLC, 1 Beacon Street, Floor 15, Boston, MA 02108. Bank transfers stay free. Until then, the 5.49% card fee above applies.

The smallest online payment is $1.00. There is also a limit on how much can be paid online at one time. For a very large payment, call 617-683-1148.

Pay from your portal

The pay area at the top of the **Your Account** card (or of each unit's tab) is your one place to pay. It says how much is due now, how much of it is past due, and what the total comes to by card. If your own Auto-Pay will pay it, it says so, for example "Auto-Pay will pay this on Nov 5 from Visa ending 4242. You do not need to pay now, but you can pay early if you like.", and the **Current Balance** tile adds "Auto-Pay will pay this on Nov 5". The pay buttons stay, so you can still pay early.

1. Tap **Pay by bank (free)** or **Pay by card (+5.49%)**.
2. A short page shows the amount due today and, for a card, the total with the card fee. Tap **Continue to secure payment**.
3. To pay a different amount (part of the balance, or ahead), tap **Pay a different amount** instead. It opens the Quick Pay page with your reference filled in. Under **How much would you like to pay?**, choose **Account balance** or **Other amount** (if your statement's amount differs from what you owe today, you choose between that statement's balance, **Current total balance** and **Other amount**), then tap **Pay $… by bank (free)** or **Pay $… by card**. If you pay more than you owe, the page asks you to confirm with **Pay $… anyway** or **Change amount**. The extra stays on your account as a credit. A card payment also pays the card fee on the extra.
4. Finish on the Stripe page. For a bank payment you sign in to your bank there to connect it, so have your online banking username and password ready. If your bank is not listed, or you would rather not sign in, pay by card or mail a check. If you leave the Stripe page without finishing, nothing is charged, and the payment page offers **Pay by card instead**. An unfinished payment page closes after an hour; just start again.
5. You return to NEPREM's payment page with a confirmation, and a receipt is emailed to you.

> **Important**
> Bank payments take 1-4 business days to clear. You get one email ("Payment submitted") when the payment is submitted and another ("Payment cleared") when it clears. Until then your balance shows it as "payment processing", and the portal will not start another payment for the full balance. Please do not pay a second time.

If nothing is due, the pay area says so (or shows your credit) and offers **Pay ahead** instead of the pay buttons.

Pay without signing in (Quick Pay)

1. Go to `neprem.com/quickpay` (or tap **Pay without signing in** under the sign-in form). The page is headed **Quick Pay**, with "Pay your bill without signing in." under it.
2. Type the reference number from your emailed or mailed statement into the **Reference number** box. It looks like `INV-1234-202609`.
3. Tap **Look Up** and check that the home is right (it reads, for example, "Hampton Shores, Unit 204 - October 2026"). Choose the amount, and pay by card or bank.

This also lets a family member or an accountant pay for you. Someone who is not signed in sees no name on the account. If the page says "We could not reach the payment service. Nothing was charged." or "We could not open the secure payment page. Nothing was charged.", try again in a minute, or call NEPREM at 617-683-1148.

When NEPREM closes an account at a sale or a move-out, a bill reference for the month of that date or earlier can be paid online only by someone signed in on that account today. Anyone else is refused, including a family member or an accountant paying without signing in. Quick Pay then says "This bill reference cannot be paid online, and nothing was charged." A pay link in an old email shows that message on a page titled "This bill cannot be paid online" if you are signed in (with a **Back to my portal** link). If you are not signed in, it shows **Continue to secure payment** as usual and the message comes after you tap it. Nothing is charged either way. To pay it, call NEPREM at 617-683-1148, or mail a check (payable as shown on your bill) with the reference on the memo line. If you own the unit now, use the reference on your newest bill, or sign in and pay your own bill from your portal. Your own statements are not affected when your renter's account is closed.

After several references that could not be found or used, Quick Pay pauses lookups for a while ("For your security, reference lookups are paused for about N minutes because several references could not be used"). Wait, sign in to pay, or call 617-683-1148.

An emailed statement is tagged **Statement**, and its subject names your home, for example "NEPREM statement | October 2026 | Hampton Shores, Unit 204 | $1,550.87". Its list of charges and payments starts with anything still owed from before the month ("Balance from before October 1", or "Credit from before October 1" if you had paid ahead) and ends with the **Balance**, so the lines add up to what you owe. It has **Pay by bank (free)** and **Pay by card (+5.49%)** buttons. Each opens Quick Pay with your

reference number already filled in and that way of paying chosen. Its **Pay online** button opens your portal instead: sign in, then pay there. Some other payment links in emails open a short page first: tap **Continue to secure payment** there.

The statement email also has a **Download this statement (PDF)** link. It works for 60 days, or less when the people on the account change. An old link, or one cut short when it was copied, opens "This statement link has expired or is incomplete". It says: "If you still have an account with us, sign in to your portal and press Print My Statement. If you no longer have an account with us (for example, you moved out), call NEPREM at 617-683-1148 to pay an old balance." On your portal that button is called **Print statement** (section 6). If you sold your unit, call NEPREM as the second sentence says. You can also ask NEPREM for a copy of your statement at team@neprem.com or 617-683-1148.

If NEPREM sends you a dues reminder or a past-due notice, it has two boxes, so you can pay without signing in. **Pay without signing in** gives your reference number and has **Pay by bank (free)** and **Pay by card** buttons: Quick Pay opens with the reference filled in, and you choose the full balance or another amount on the next screen. **Check by mail** says who to make the check payable to, where to mail it and the reference for the memo. Under them, "Prefer to sign in? Pay from your portal." and the **Pay online** button open your portal. A dues reminder is sent only when Auto-Pay will not pay the amount by the due date, and it says why (for example "Your Auto-Pay is paused, so it will not pay this.", with an **Open Auto-Pay** link).

When you are not signed in, some links in NEPREM emails (for example a statement, invoice, payment, meeting, unsubscribe or email-change link) first show "Opening your secure NEPREM page..." for a moment, then the page. If it takes longer than about 15 seconds, an **Open the page** button appears: tap it. The page also shows "Trouble opening it? Call NEPREM at 617-683-1148."

Pay by check

1. Make the check payable to the name printed on your statement. On a mailed statement it is in the **Make Check Payable To** box. On an emailed or portal statement it is in the check instructions. For dues this is usually your association's legal name. Use the full name exactly as printed.
2. Write your reference number (`INV-...`) on the memo line.
3. Send the remittance slip with the check if you have one. To change your mailing address at the same time, tick **Update mailing address** on the slip and write the new address below it. You can also email team@neprem.com, or change it yourself in **Profile & Settings**.
4. Mail to New England Property and Real Estate Management LLC, 1 Beacon Street, Floor 15, Boston, MA 02108.

Invoices from NEPREM

The **Invoices from NEPREM** card lists bills NEPREM sends you separately (for example by email), each with **Pay by bank (free)** and **Pay by card** buttons. It is often empty and then says "No invoices from NEPREM right now." Regular dues and most special assessments are charged to your account and

shown under **Your Account** instead (or on each unit's tab, if you own several units there). If something here looks like a bill addressed to your association rather than to you, contact NEPREM before paying it.

NEPREM may attach documents to an invoice, for example the bill behind a repair. The invoice email carries them as attachments, the card shows how many there are, and **View or print** lists them under "Attached documents" to open.

If NEPREM received a payment for an invoice and is matching it by hand, the invoice says "We received a payment for this invoice and NEPREM is matching it by hand." Please do not pay again: NEPREM will tell you if anything is still owed. The Pay buttons are folded under **Pay anyway**.

5. Auto-Pay

Auto-Pay is for tenants and condo owners, businesses included. Landlord accounts cannot use it. It charges your card or bank account on the same day every month. You choose the day and one of two modes:

- **Total balance each month** takes everything that is due and dated on or before your charge day, including special assessments. It skips a month when you owe nothing.
- **Fixed amount** takes only the amount you choose, and never more than you owe. Anything else that is due, such as a special assessment, you pay yourself.

> **Tip**
> Choose **Total balance each month** if you want Auto-Pay to cover special assessments too.

Set it up

1. In the **Auto-Pay** card, tap **Set Up Auto-Pay** (or **Manage Auto-Pay** if you already have one), or go to `neprem.com/auto-pay`.
2. Tap **Set Up Auto-Pay** next to your unit.
3. Choose **Total balance each month** or **Fixed amount** (and type the amount).
4. Pick the **Charge day of the month** (1st to 28th).
5. Optional: set **Never charge more than**. The limit includes any card fee. If a payment would be larger, that month is skipped and you are emailed. It is never partly charged. If the amount is right, the email gives the limit to set (the total with any card fee).
6. Enter your bank or card details (bank is listed first). For a bank account, you sign in to your bank through Stripe. If your bank cannot be connected that way, it is not saved: use a card, or call 617-683-1148. Bank Auto-Pay is free. Card Auto-Pay adds the 5.49% card fee. From January 1, 2027 it

adds Stripe's processing cost instead (about 3%), and a saved debit card will be declined: switch to a credit card or a bank account before then.

7. Tick the authorization box and tap **Save & Authorize**. The page then shows the date of your next automatic payment.

If setup does not go through, the page says "Auto-Pay was not set up. Nothing was charged. Please try again in a minute, or call NEPREM at 617-683-1148." When you change your card or bank and it does not go through, it says "Your payment method was not changed." with the same advice.

What to expect

- Your first automatic payment is on your next charge day. It does not pay a balance that is due today, so pay that with the pay buttons. The Auto-Pay page shows what is due now and says so when it will not be paid before your charge day.
- **Total balance** covers everything dated on or before the charge day. A charge dated after your charge day waits for the next month's payment.
- A **fixed amount** pays only that amount, and never more than the account balance (which includes dues already posted for next month). A special assessment or other extra charge on top of it is not covered: the Auto-Pay page tells you how much to pay yourself. When less than your fixed amount is due, the 3-day notice says so ("less than your fixed amount of $..., because only this much is due").
- Once Auto-Pay has taken three payments from you, it holds back a **Total balance** payment that is more than 3 times your usual payment (for example a month with a special assessment) and charges nothing, unless you set a **Never charge more than** limit. The Auto-Pay page then says "Held for review" and you are emailed what to do. If the amount is right, the email gives the **Never charge more than** limit to set (the total with any card fee).
- A payment above the online payment limit (section 4) is held back too, and the Auto-Pay page says "Held for review". The email asks you to call NEPREM at 617-683-1148 to arrange that payment. Setting a limit does not release it.
- With **Total balance**, while a card payment you made on your account is under dispute with the card company, Auto-Pay is paused for your account until the dispute is closed. It charges nothing on your charge days, and you get no 3-day notice for those months. The Auto-Pay page shows an amber "Auto-Pay paused (card dispute)" box instead of the green "Auto-Pay Active", with "Next automatic payment: [date], only if the dispute is closed by then". The Auto-Pay card on your dashboard says "Paused: card dispute" and "A card payment on this account is under dispute, so Auto-Pay charges nothing until it is closed. Please pay each month yourself." On each charge day while the dispute is open you get an email ("Auto-Pay did not run"). It shows the **Balance due today**, the amount **Under dispute** and what is **Owed apart from the dispute**. A **Fixed amount** Auto-Pay is not paused for a dispute.
- While Auto-Pay is paused by a dispute, pay each month yourself. The Auto-Pay page tells you how much: "Pay $X yourself now: your balance of $B less the $D under dispute. Choose "Other amount" and enter $X.", with pay buttons. You can also use the button in the email, choose **Other amount**

and type the amount owed apart from the dispute. If nothing is owed apart from the dispute, the email says so and has no pay button. If your balance due is less than the disputed amount, the email explains that if you already paid the disputed amount again yourself, this balance is new and should be paid now, and it keeps the pay button. Do not wait for a dues reminder: the "Auto-Pay did not run" email on each charge day is your notice for the month.

- When the dispute is closed, Auto-Pay starts again on your next charge day (not on the day the dispute closes) and takes the balance due then. If that balance is much larger than your usual payment, or more than your limit, Auto-Pay holds it for review instead and emails you. If the card company decides for the cardholder, the disputed amount is owed again on your account. If it decides for NEPREM, nothing more is owed for that payment.
- NEPREM emails you about 3 days before each charge and again when each payment is made. That email shows a **Confirmation** code, the same 8-character code as the receipt for that payment. You are also emailed whenever Auto-Pay is set up, changed, paused or cancelled.
- If another payment on your account is still clearing on your charge day, Auto-Pay does not charge, so you are not charged twice. A **Total balance** Auto-Pay tries again 2 business days later (up to 3 times that month) and takes only what is still due. A fixed amount skips that month only when the payment still clearing is yours, or NEPREM cannot tell who made it.
- If a charge is declined you are emailed and the Auto-Pay page says so. After 3 payments in a row do not go through, Auto-Pay pauses.
- If you own units in two associations, the Auto-Pay card follows the association you picked. `neprem.com/auto-pay` lists every unit.

Change or stop it

- **Manage Auto-Pay** opens the Auto-Pay page. **Edit Settings** there changes the amount, day, mode or limit. Only you can change these for your own Auto-Pay.
- To use a different card or bank account, tap **Edit Settings**, then **Change payment method**.
- **Cancel Auto-Pay** stops future charges and removes the saved card or bank (unless another of your Auto-Pays uses it). You can set it up again any time.
- The NEPREM office can pause or cancel an Auto-Pay. If yours is paused, nothing is charged. Set it up again, or ask the office to resume it.

6. Your ledger and statements

The **Your Account** card (or each unit's **Account history**) shows a **Transaction History** table with your 20 newest entries: date, description, charges, credits, payments and a running balance. A credit shows in the running balance as "$... credit". A charge dated in the future is tagged "Upcoming, not yet due". Older entries moved from the previous system read, for example, "Payment recorded in the previous system, Jun 1".

- **All**, **Charges** and **Payments** filter the table.
- **Month** (then **Show**) lists one month from the last 24.
- **Show older** adds 25 more entries. **Show all activity** shows up to 500.
- **Download CSV** saves your full history for a spreadsheet, or just the month you picked.

Print statement (on the Your Account card; **Print this unit's statement** for multi-unit owners) opens your statement in a new tab:

- Pick the period at the top: **This month**, **Last month**, **Last 3 months**, **Year to date** or **Last year**. For other dates, fill in **From** and **To** and tap **Show**. This covers taxes, a refinance or a sale.
- The totals show the **Balance as of** the last day of the period and, when the period runs to this month, the **Balance due today** (**Credit on account today** if you are in credit). Everyone on the account is named. In the opening balance and the running balance, a credit in your favor reads "$... credit", the same as in the portal.
- A **How to pay** box repeats your reference number, the Quick Pay address and where to mail a check. When something is due, it also has **Pay by bank (free)** and **Pay by card** buttons, which open Quick Pay with your reference filled in (they do not print).
- Tap **Print / Save as PDF**.
- If you open a statement for a unit that is not on your account, the page says "This statement is for a unit that is not on your account." and has a **See my statement** button.

When you had dues in the portal last year, the **Tax Documents** card also has a button for that year, for example **Print your 2025 year-end dues statement**. It opens the same statement, set to January 1 through December 31 of that year.

Paper mail is a choice in **Profile & Settings** (section 12).

7. Maintenance requests

Your board arranges repairs for your association, not NEPREM. Contact your board first about anything in the building.

> **Emergency**
> For fire, smoke, a gas smell or someone hurt, call 911 first. For a flood or no heat, call your board's emergency contact. You can also call NEPREM at 617-683-1148.

The **Maintenance Requests** card still appears in your portal. If you submit a request there, NEPREM sees it, and your board sees it too if it is a common-area or building-wide request. Your board decides what to do. The form also shows a red emergency banner with NEPREM's office number, 617-683-1148, but your board still arranges the repair. The form works like this:

1. Go to the **Maintenance Requests** card (the **Request a repair** button on your unit card jumps there).
2. If you own more than one unit, pick the **Unit**.
3. Type a short **Subject** and choose the **Category** that fits best. For a shared area, choose **Common area: hallway, lobby, elevator, grounds, roof** and name the place in the Subject.
4. Choose a **Priority**: Normal, Low, High or Urgent. If you choose Urgent, the form says: "Fire, smoke, a gas smell or someone hurt? Call 911 first. For other urgent problems, also call 617-683-1148 now, so we can act right away." For a building emergency that is not a 911 call, call your board's emergency contact first.
5. Describe the problem and add up to 3 photos if you can (JPG, PNG, GIF or WebP, up to 10 MB each).
6. Tap **Submit Request**.

A message confirms it with your request number ("Request #123 received") and you get a confirmation email with the same number. NEPREM is emailed right away. For a common-area or building-wide request your association's board is told too; requests inside your unit are not shown to the board. If someone else, such as your tenant, files a request on your unit, you are emailed too.

The **Your Maintenance Requests** list shows the requests you sent and the requests filed on your unit, each with its number and its status (**Open**, **In Progress**, **Resolved** or **Closed**). If NEPREM updates a request, you are emailed when work starts and when it is finished. It does not show shared-area requests that other owners sent.

To add information to a request you already sent, open it and tap **Add a note or photo** (on a Resolved or Closed request: **Still not fixed? Add a note or photo**). Type your note, add up to 3 photos, tick **This is still not fixed (reopen the request)** if the problem is back, and tap **Send note**. NEPREM is emailed.

8. Documents and tax documents

- **Documents** lists the files you can open: association-wide files such as bylaws, rules, budgets and minutes, plus files for your own unit. At the top, **Quick access** tiles open the Bylaws, Handbook, Master Insurance and Flood Insurance. A tile can still say "Not on file" when the document is filed under another name or category, so check the list below before asking. **Request from manager** on that tile emails the office.
- Tap **Download** on a document to open it. With more than 3 documents, a **Search** box helps you find one. After 50, the rest are under **Show N older documents**. When a document has been replaced, **Earlier versions** lists the older copies.

- **Tax Documents** lists tax forms NEPREM has posted for you, and a year-end dues statement button for last year when you had dues in the portal that year (section 6).
- If you cannot find a document or a tax form, email team@neprem.com.

9. The Association Page, announcements and meetings

Tap **View Association Page** at the top of your portal (or go to `neprem.com/association-page`). It shows:

- three tiles at the top: **Total Units**, **Next Meeting** and **Documents**.
- a **Units Directory**: unit numbers and the names and emails of residents who have portal accounts. A unit with no name next to it means nobody in that unit has a portal account, not that the unit is empty.
- **General Announcements** from your board and NEPREM. Pinned posts stay on top. A **New** badge marks posts since your last visit.
- **Meeting Announcements** with the date, time and place, **Yes** / **No** / **Maybe** RSVP buttons and **Add to Calendar**. Once a meeting has started it says it took place, and no longer takes answers. A cancelled meeting says so.
- **Shared Documents** for the association.

Back to my portal returns you to your portal. If you own in two associations, use the **Switch association** bar on the Association Page to change association.

Meeting emails

- New announcements and meetings are also emailed to you. If a post is changed and sent again, the subject says "Updated:".
- To RSVP from the email, tap your answer, then press the confirm button on the page that opens (for example **Confirm: Yes, attending**). Nothing is recorded until you press it. No sign-in is needed (if you are not signed in, "Opening your secure NEPREM page..." shows for a moment first). You can also answer on the **Latest from your association** card.
- Meeting emails include a calendar file.
- The day before a meeting you get a reminder if you said Yes or Maybe (and, as an owner, if you have not answered yet). If the meeting is cancelled, you are emailed a cancellation (with a calendar file that removes it) if you were invited or had answered.

10. HOA violations

The **HOA Violations** card shows notices for your unit:

- the **Open** and **Closed** counts (Closed covers the past 12 months) and the **Fines owed** amount (posted and not yet paid),
- one row per notice with the reference (`VIO-...`), the rule, the unit, the fine and the status. Tap a row to open it: it shows when it was issued, the **Fix by** date, the full text of the notice and your replies. Use **Show** to list only Open or Closed notices.

The fine line says what can happen, for example "Up to $100.00 if not fixed by 10/08/2026" or "Warning only, no fine". A fine can only be charged after the fix-by date has passed and after you have had the chance to be heard, and only if your board posts it. A posted fine appears in your account as a charge ("HOA fine" with the reference).

Violation notices are also emailed to you. You get them even if you have unsubscribed from other NEPREM email.

Reply or request a hearing

1. Open the notice and find **Reply or request a hearing**.
2. Explain what happened or what you have done about it.
3. Tap **Send reply**, or tap **Request a hearing** (you are asked to confirm). **Request a hearing** shows only before a hearing has been requested and before a fine is posted. No fine can be posted while your hearing request is open. If the board is changing the notice at that moment, the page says "This notice is being updated right now. Reload the page to see the change, then try again."

Your board and NEPREM get your message by email and can answer you directly. Once a notice is resolved or waived, the reply form goes away.

11. Messages and notifications

Send a message

1. Go to the **Messages** card. New messages go to **Property Management (NEPREM)**.
2. Type a **Subject** (up to 200 characters) and your **Message** (up to 4,000 characters).
3. Tap **Send Message**.

Read and reply

Messages from NEPREM and from your board appear in the same card, grouped into conversations, and you get an email when a new message arrives. To reply:

1. Tap **Reply** under the message. The subject is filled in with "Re:", and your reply goes to whoever wrote to you (NEPREM, or the board member who sent a message to owners).

2. Type your message.
3. Tap **Send Message**.

You can attach up to 3 files to a message or reply (**Photos or PDFs (optional)**): JPG or PNG photos, or PDFs, up to 10 MB each. On an iPhone, choose the photo from your photo library and it is sent as a JPG. Only the people you send it to and NEPREM can open them. You can send up to 10 messages an hour and 30 in 24 hours.

Notifications

The **Notifications** list at the bottom of the page collects portal notices from the last 90 days (new documents, meetings, repair updates, payment problems and violation notices). The **N notifications** link at the top of your page jumps straight to it. Tap **Dismiss** to clear one, or **Dismiss all** (you are asked to confirm).

To choose which emails you get:

1. Open the **Notification settings** page (a link in **Profile & Settings**; the page is headed **Notification Preferences**).
2. Untick **Maintenance request emails**, **New document emails** or **New message emails**. To stop all three, untick **Email alerts**.
3. Tap **Save Preferences**.

Payment receipts, failed or past-due payment notices, violation notices, lease and account emails, and messages NEPREM staff write to you alone always arrive. A message NEPREM sends to a group of owners follows **New message emails** and an unsubscribe. Building announcements and meeting notices go to everyone at the building and cannot be switched off here (see **Unsubscribe from NEPREM email** in section 12).

In **Profile & Settings**, **Push notifications** can send small alerts to your phone or computer: tap **Turn on** and allow notifications in your browser. Do this on each device you use. On an iPhone or iPad, first tap the Share button and choose **Add to Home Screen**, then open NEPREM from your Home Screen and turn alerts on there. If you set up phone alerts before September 2026, they were switched off for security. Turn them on again. Signing out also turns off alerts on that device, so on a shared computer tap **Sign out** when you are done.

12. Profile & Settings, email and paper mail

The **Profile & Settings** card near the bottom of your page holds your details, your paper mail choice, phone alerts and account links. It is the one place to change your name, phone, email and emergency contact.

To update your details:

1. Tap **Edit your name, phone, email, mailing address and emergency contact**.
2. Change what you need: name, company name (for an LLC or trust), phone, email, **Emergency contact** and mailing address.
3. Tap **Save changes**.

NEPREM sends paper notices to the mailing address on file, so keep it current. Your name, email, phone and emergency contact are visible to NEPREM and your board; your name and email appear in the Units Directory other owners see.

- To change your sign-in email you must type your current password. NEPREM emails a confirmation link to the new address (it works for 24 hours). Open it and press **Yes, use this address**: the change happens then, not before. Your current address gets a notice with a way to cancel: its link opens "Cancel the sign-in email change?", where **Yes, cancel the change** stops it. If the confirmation link has expired or was already used, the page says "This link has expired" and nothing is changed. Tap **Sign in to your portal** and save the new address again to get a new link.
- When the sign-in email on your account changes from one real address to another, by you or by the NEPREM office, NEPREM sends a short notice called "Your NEPREM login email was changed" to both the old and the new address. If you did not expect it, reply to that email or call the NEPREM office at 617-683-1148.
- **Paper mail delivery**: tick **Digital only: stop paper mail** to stop paper notices and statements, then tap **Save changes**. This is the one place to change it, for all your units. The card shows which you have chosen. If email cannot reach you, NEPREM may still mail paper.
- The bottom of the card has one set of links: **Change password**, **Notification settings** and **Two-step sign-in** (it shows On or Off and opens `neprem.com/account`). The account page only handles your password and two-step sign-in; it links back to **Profile & Settings** for everything else. You can also change your password at `neprem.com/change-password`.
- To stop non-essential NEPREM email, use **Unsubscribe from NEPREM email** on the **Notification settings** page (you are asked to confirm). Unsubscribing stops announcements, meeting notices and reminders, dues reminders, emailed monthly statements, new-document emails and new-message emails (except messages NEPREM staff write to you alone). Payment receipts, past-due notices, account emails and violation notices still arrive. If you unsubscribed by mistake, the profile form shows "Email from NEPREM is paused" with a **Resume email** button.

13. Hampton Shores: plumbing reports

Hampton Shores owners see a **Plumbing Reports** card. **Open Plumbing Reports** shows the plumbing notes NEPREM has logged for your unit. It is read-only; **Back to your portal** returns you.

14. Frequently asked questions

How much is the card fee?

One fee: 5.49% of the amount you pay by card. Bank transfers (ACH) are free. The portal shows the exact amount before you pay.

From January 1, 2027 it is Stripe's processing cost instead: 2.9% of the total charged plus 30 cents (about 3%), and NEPREM keeps none of it. Debit cards are not accepted from that day, and money orders are accepted with no fee.

My card was declined.

Declines come from your bank: a limit, a fraud hold or a typo. Check the details or try another card, or pay by bank at no charge.

I think I was charged twice.

A bank payment shows as processing for 1-4 business days, so please do not pay again while it clears. If you see two completed charges, contact NEPREM right away so we can review it with you.

My bank payment is not in my history yet.

A bank payment takes 1-4 business days to clear. Until then your balance shows "payment processing", and the payment appears in **Transaction History** when it clears. You get a "Payment cleared" email at that point. If a bank payment does not go through, you are told by email ("Payment Failed") and under **Notifications**, and the amount is still due. The email names the unit, and the bill reference when the payment had one. If you paid without signing in and that email address has no portal account, its **Pay again** button opens Quick Pay: with the reference filled in when the email names one, otherwise empty, so type the Ref number from your bill. If that bill is from before a sale or move-out and can no longer be paid online, the email says so instead: "This bill reference can no longer be paid online. To pay it, call NEPREM at 617-683-1148, or mail a check (payable as shown on your bill) to NEPREM, 1 Beacon Street, Floor 15, Boston, MA 02108, with the reference on the memo line." Its button is then **Call NEPREM**, not Pay again. If you have a portal account, **Pay again** opens your portal. Pay again by card or with another bank account.

Where is my receipt?

Every online payment emails a receipt to the payer: "Payment received" for a card, and "Payment submitted" then "Payment cleared" for a bank payment. Check your spam folder and your email in Profile & Settings, then contact the office if you still need a copy.

Why does my balance show next month's dues?

Dues are posted about two weeks before they are due. They show as "upcoming (not yet due)" until the due date.

My Auto-Pay ran but I still owe money.

A fixed-amount Auto-Pay pays only its fixed amount. Special assessments and other charges need a separate payment, or switch Auto-Pay to Total balance. A Total balance Auto-Pay takes what is dated on or before your charge day, so a later charge waits for next month. If a Total balance payment did not run, look for "Held for review" or "Auto-Pay paused (card dispute)" on the Auto-Pay page.

Auto-Pay did not take a payment this month.

Open the Auto-Pay page (`neprem.com/auto-pay`). It names the result of the last charge in plain words. Auto-Pay skips a month when you owe nothing, when the payment would be over your **Never charge more than** limit, when another payment on your account is still clearing, or when the payment is held for review. With **Total balance**, it is also paused while a card payment on your account is under dispute with the card company, so pay each month yourself until the dispute is closed (section 5). If 3 payments in a row do not go through, Auto-Pay pauses.

I need a statement for last year.

Tap **Print statement**, choose **Last year** and print or save it as a PDF. The year-end dues statement button in Tax Documents, when you have one, opens the same thing.

I can't sign in.

Go to `neprem.com/forgot-password` and tap **Email me a link** (section 2). After 5 wrong passwords, sign-in from that device pauses for 15 minutes. Still stuck? Call 617-683-1148.

How do I change my phone, email or mailing address?

Open **Profile & Settings** (section 12).

Who can see my information?

NEPREM and your board see your name, email, phone and emergency contact. Other owners in your association see your name and email in the Units Directory, not your phone number.

I rent my unit out. Can my tenant use the portal?

Yes. Your tenant can have their own Condo Renter Portal for repairs, building notices and messages. They never see your balance or pay your dues. Ask NEPREM to set them up.

Who fixes something broken in the building?

Your board arranges repairs, not NEPREM. Contact your board first (section 7).

I disagree with a violation notice.

Open the notice in **HOA Violations** and use **Reply or request a hearing**. Your board decides on fines and hearings under your association's documents.

15. Getting help

Need	Contact
Dues, billing, portal help	team@neprem.com
Fire, smoke, a gas smell or someone hurt	Call 911 first
Phone (office)	617-683-1148
Office hours	Monday to Friday, 8am to 4pm Eastern
Building repairs and emergencies	Your board first
Something is broken in the portal	**Report a problem** at the bottom of any portal page
Mail and checks	New England Property and Real Estate Management LLC, 1 Beacon Street, Floor 15, Boston, MA 02108
Website	neprem.com

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