NEW ENGLAND
PROPERTY AND REAL ESTATE
MANAGEMENT LLC

PORTAL USER MANUAL

Association Owner Guide Management-Only Edition

For owners in associations where NEPREM provides management 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 (Management 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 **management-only** arrangement with NEPREM. NEPREM looks after the building: repairs, vendors, inspections and building notices. Your association collects dues and keeps its own books, usually through your treasurer.

Your portal is the place to:

- report repairs and follow them,
- read association documents, announcements and meeting notices,
- see violation notices for your unit and answer them,
- message NEPREM,
- keep your contact details up to date.

Your dues balance and dues payments are **not** in the portal. The **Current Balance** tile says "Managed outside the portal". A note under them says "Your balance is managed outside the portal. Contact NEPREM for your balance:" and gives the office phone and email. There are no Pay buttons for dues. Pay your dues the way your association tells you to, using the bill you receive for your unit. If your portal starts showing a balance or Pay buttons, your association's arrangement may have changed: ask NEPREM before paying.

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. Your dues balance is not in the portal: see the note under the tiles (section 3).
3. Read how your dues work (section 4). Pay them the way your association tells you to.
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: invoices, 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	A dash and "Managed outside the portal". Your association keeps your dues balance.
Last Payment	A dash and "Not tracked in the portal".
Next Payment Due	A dash and "See your bill".
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.

A note under the tiles reads "Your balance is managed outside the portal. Contact NEPREM for your balance:" and gives the office phone, 617-683-1148, and email, team@neprem.com.

Under the tiles is the emergency line ("Fire, smoke, a gas smell or someone hurt? Call 911 first. Then, and for a flood, no heat or a lockout, call 617-683-1148 now.") and a row of jump links (**Repairs**, **Messages**, **Notices**, **Documents**, **Profile & Settings**). There is no **Pay** link, because dues are not paid in the portal. **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: **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**, **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.

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

Your association collects its own dues, so the portal does not take dues payments.

- The money tiles read "Not tracked" instead of an amount, and **Current Balance** says "Managed outside the portal". A note under the tiles reads "Your balance is managed outside the portal. Contact NEPREM for your balance:" and gives the office phone, 617-683-1148, and email, team@neprem.com.
- There is no pay area, no **Pay** link and no transaction history for dues. Pay your dues the way your association tells you to, using the bill you receive for your unit.
- Do not use Quick Pay (`neprem.com/quickpay`) for dues. It only works for accounts NEPREM bills.

Invoices from NEPREM

The **Invoices from NEPREM** card lists bills NEPREM sends you separately, for example by email. It is often empty and then says "No invoices from NEPREM right now." A bill there can be paid online with **Pay by bank (free)** or **Pay by card**: bank transfer (ACH) is free, and a card adds a 5.49% card fee (the portal shows the exact fee before you pay). By check, make it payable to the name printed on the invoice and mail it to 1 Beacon Street, Floor 15, Boston, MA 02108. If something there looks like a bill addressed to your association rather than to you, contact NEPREM before paying it.

5. Auto-Pay

Auto-Pay is not available, because your dues are not collected through the portal. There is no Auto-Pay card on your page. If you open `neprem.com/auto-pay`, it says Auto-Pay is not available for your unit. Ask your association whether it offers automatic payments.

6. Your ledger and statements

NEPREM does not keep a dues ledger for your association, so there is no transaction history, no **Print statement** button and no year-end dues statement button for your dues in the portal. Contact NEPREM (team@neprem.com or 617-683-1148) to ask what you owe or for a copy of your statement. For a detailed dues history, such as your past payments, ask your treasurer.

7. Maintenance requests

> **Emergency**
> Fire, smoke, a gas smell or someone hurt? Call 911 first. Then, and for a flood, no heat or a lockout, call 617-683-1148 right away (for a business unit the repair form says "for a flood"). Do not wait for an email. Then submit a request so there is a record. You can send up to 8 new requests within an hour of your latest one; to add more about the same problem, add a note to your open request.

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**.
4. Choose the **Category** that fits best: Plumbing, Electrical, HVAC, Appliance, Structural, Pest Control, Exterior/Grounds, **Common area: hallway, lobby, elevator, grounds, roof**,

Registration (pet, vehicle, amenity) or Other. For a shared area, also name the place in the Subject.

5. Choose a **Priority**: Normal, Low, High or Urgent. If you choose Urgent, a red banner 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."
6. Describe the problem and add up to 3 photos if you can (JPG, PNG, GIF or WebP, up to 10 MB each).
7. 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.

Below the form, the list called **Your Maintenance Requests** 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**). 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. It has no year-end dues statement, because your dues are not in the portal (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 (it stays $0.00 at your association, because fines are not charged in the portal),
- 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 records it. Nothing is charged in the portal for a fine: NEPREM adds a recorded fine to your next invoice.

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 and email

The **Profile & Settings** card near the bottom of your page holds your details, 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**.

Keep your mailing address 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.
- 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, 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 do I pay my dues?

The way your association tells you to: your association collects dues directly. The portal does not take dues payments for your association.

Why does my balance say "Managed outside the portal"?

Because your association keeps its own books, so the portal holds no balance for your unit. The note under the tiles tells you to contact NEPREM for your balance: 617-683-1148 or team@neprem.com.

Can I get a statement from NEPREM?

Your dues are not in the portal, so it has no dues statement for you. Contact NEPREM (team@neprem.com or 617-683-1148) for a copy of your statement. For a detailed dues history, ask your treasurer.

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 account. Ask NEPREM to set them up.

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.

Something needs fixing in the building.

Submit a maintenance request (section 7). For emergencies call 617-683-1148.

15. Getting help

Need	Contact
Questions, billing, portal help	team@neprem.com
Fire, smoke, a gas smell or someone hurt	Call 911 first
Phone (office and building emergencies)	617-683-1148
Office hours	Monday to Friday, 8am to 4pm Eastern
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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