NEW ENGLAND
PROPERTY AND REAL ESTATE
MANAGEMENT LLC

PORTAL USER MANUAL

# Condo Renter Guide

*For residents who rent a unit from its owner in a condominium or association NEPREM manages*

**New England Property and Real Estate Management LLC**

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Applies to: Residential and Commercial Association Tenants (condo renters)

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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. How your setup works

You rent your unit from its **owner**. The owner is your landlord. NEPREM manages the **building** for the condominium association.

| Topic | Who handles it |
|---|---|
| Your rent, lease, security deposit and lease renewal | Your unit owner (your landlord) |
| Repairs inside your unit (appliances, fixtures, paint) | Your unit owner, first |
| Shared areas (hallways, lobby, elevator, roof, grounds), building systems and leaks from above | The association, through NEPREM |
| Building rules, notices and emergencies | The association, through NEPREM |
| Condominium dues and assessments | Billed to the unit owner, never to you |

> **Important**
> You do not pay rent or condo dues through the NEPREM portal. Keep paying your rent to your unit owner the way your lease says. Condo dues are the owner's bill. If you ever see a dues balance, a dues Pay button or a dues statement with your name on it, do not pay it. Email team@neprem.com or call 617-683-1148 first.

### What the portal is for

- reporting building problems and following the repair,
- reading building rules and documents,
- seeing building notices and meetings,
- messaging NEPREM,
- keeping your contact details, pets and vehicles up to date,
- paying a bill that NEPREM sends to you personally, which is rare (Section 10).

### What you do not see

These belong to the owners, the board or NEPREM, so a condo renter never sees them:

- your unit owner's dues, balance, statements, Pay button or Auto-Pay,
- other units' accounts, or the list of who is behind on dues (only the board and NEPREM see it),

- the association's finances, financial reports and bill approvals,
- board tools, such as posting notices, issuing violations and messaging all owners,
- the Association Page and its Units Directory (owners and the board open it),
- your unit owner's personal files, such as their insurance or statements.

## 2. Signing in

### First time

NEPREM may email you a welcome message. The subject is usually **Your NEPREM resident portal is ready** or **Welcome to NEPREM: your portal is ready**. It never contains a password. You choose your own.

1. Tap **Set your password** in the email.
2. If the page that opens asks for your email address, check that it is the one NEPREM has for you. Tap **Email me a link** once. Open the email that arrives (check your spam folder) and tap its link.
3. On the page with **New password** and **Confirm new password**, type a password of at least 8 characters in both boxes. Tap **Set password**.
4. Tap **Sign in**, then sign in with your email address and the password you chose.

The link in the email works for 24 hours and only once. If the page says "This link has expired", tap **Email me a new link**.

No welcome email? Go to `neprem.com/forgot-password` and type the email address NEPREM has for you. Then follow steps 2 to 4 above.

### Every time

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. Leave **Keep me signed in** ticked on your own phone or computer. Untick it on a shared one.
4. Tap **Sign In**. You land on the **Condo Renter Portal**, `neprem.com/tenant-portal`.

> **Tip**
> The home page also has portal tiles. Use the **Condo Renter** tile. The **Tenant** tile is for people who rent from a landlord NEPREM manages, and it does not open for you.

If a link takes you to a page that needs you to be signed in (for example 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.

## Forgot your password?

1. Go to `neprem.com/forgot-password`, or use the **Forgot password?** button by the sign-in form.
2. Type your email address and tap **Email me a link** once.
3. Open the email and tap its link. It works for 24 hours and only once.
4. Type your new password twice and tap **Set password**.

If you ask again within 15 minutes, nothing new is sent. Use the newest email you already have. Its link still works. For your security the page never says whether an email address has an account. If nothing arrives, check your spam folder, then call 617-683-1148.

> **Important**
> 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. You can wait, or set a new password on the forgot-password page (that ends the pause), or call 617-683-1148.

## Change your password

1. Go to `neprem.com/change-password`, or tap **Change password** in **Profile & Settings** (Section 8).
2. Type your **Current password**.
3. Type your **New password** (at least 8 characters) and type it again in **Confirm new password**.
4. Tap **Save password**.

## Two-step sign-in (optional)

Two-step sign-in asks for a 6-digit code from an app on your phone each time you sign in. To add it:

1. Install an authenticator app on your phone, for example Google Authenticator or Microsoft Authenticator.
2. Go to `neprem.com/account` (or tap **Two-step sign-in** in **Profile & Settings**) and find the **Two-step sign-in** section.
3. On your phone, tap **Add NEPREM to my authenticator app**. Or type the setup key shown there into the app.
4. Type the 6-digit code the app shows, then tap **Turn on two-step sign-in**.

5. Save the 10 backup codes the page shows. You see them only once, and each works one time. Use one if you lose your phone.

Once it is on, the same section has **Make new backup codes** and **Turn off two-step sign-in**. Both ask for a code from your app or a backup code.

### Signing out and switching

**Sign out** is in the top bar and at the bottom of every page. **Account** in the top bar opens your Account page (`neprem.com/account`). If you also hold another role (for example you own a unit somewhere else), a **Switch portal** button appears next to your name.

## 3. Your dashboard at a glance

The top bar shows your name, your unit's address, a **Condo Renter** badge and a **Residential** or **Commercial** badge. If you rent more than one unit, a **Switch unit** bar lets you choose which one the page shows.

### The three tiles

| Tile | What it tells you |
|---|---|
| **Building Notices** | New building notices since your last visit. Tap it to jump to them. |
| **Open Requests** | Requests on your unit that are still open or in progress. |
| **Unread Messages** | New messages from NEPREM. Tap the tile to jump to Messages. |

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." Under that is a row of jump links: **Repairs**, **Messages**, **Notices**, **Documents** and **Profile & Settings**. **Notices** appears only when there is something to show. When you have notifications, the first link shows how many, for example **3 notifications**, and jumps to your **Notifications** list (Section 9).

### The cards below

In order, top to bottom. Some cards appear only when they have something to show.

- **Move-In Guide**, only for new residents (Section 4),
- **Welcome to your building's portal**, a short note on who handles what. Close it with **Got it, hide this**,
- **Rent and Dues**, a reminder of who you pay (Section 10),
- **Latest from your building**: the next meeting and the newest notices (Section 9),

- your **unit** card, with your address and, when NEPREM has it on record, your unit owner's name,
- **Maintenance Requests** (Section 6),
- **Messages** (Section 7),
- **Lease Information**, and near the end of your lease **Lease Ending Soon** (Section 10),
- **Documents** (Section 5), **Invoices from NEPREM** (Section 10) and, when something is filed for you, **Tax Documents**. Residents of buildings that keep plumbing reports, such as Hampton Shores, also see **Plumbing Reports**,
- **Profile & Settings** (Section 8) and your **Notifications** (Section 9).

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

### If your page looks different

- **We are still setting up your account:** NEPREM has not linked your unit to your account yet. Use the call or email button on the card.
- **This account has no current home:** your past unit is closed in the portal. Contact NEPREM if you moved to another NEPREM home or need a record of your tenancy.
- **Your account here is closed** ("You have moved out"): NEPREM closed your tenancy when you moved out. The card says "Your account at [your old unit] was closed when you moved out on [date]. To ask about it, call NEPREM at 617-683-1148 or email team@neprem.com." It does not ask you to pay NEPREM: as a condo renter you pay your unit owner. It has a **Call 617-683-1148** button and an **Email** button.

On all of these pages, **Messages** and **Profile & Settings** still work.

## 4. Move-In Guide

New residents see a **Move-In Guide** card near the top of the page. It shows for about 60 days, counted from your move-in or your first sign-in to the portal, whichever is later, until every step is done. It shows your progress, for example "Getting started: 3 of 6 done". The six steps are:

- Welcome to NEPREM.
- Read the bylaws and rules (in **Documents**, Section 5).
- Save the emergency line, 617-683-1148, in your phone. The step repeats the emergency rule: 911 first for fire, smoke, a gas smell or someone hurt, then 617-683-1148 for a flood, no heat or a lockout.
- Know how to report a shared-area problem (Section 6). Problems inside your unit go to your unit owner.
- Check your messages (Section 7).

- Add your phone number (Section 8).

Tick the steps you have done and tap **Save progress**. Some steps tick by themselves: when your phone number is on file, after you open a message, and after you open a document. You can ignore the card once you are settled.

The guide also has an optional step, **Register pets and vehicles**. It has no tick box and is not counted in "3 of 6 done".

1. Tap **Add your pets and vehicles** to open it.
2. List them as described in Section 8, or tick **I have no pets or vehicles**.
3. Tap **Save progress**. It saves your ticks and your pets and vehicles together.

The step shows **Done** once something is listed, or once you tick **I have no pets or vehicles**. If your pets and vehicles cannot be saved (for example a state that is not two letters), the guide says why. Your ticks are still saved and what you typed stays in the form. Fix it and tap **Save progress** again.

## 5. Building documents and rules

The **Documents** card lists the files shared with you: building-wide documents such as bylaws and rules, and notices posted for your unit. Each document has a **Download** button. You can read documents here but not upload them.

- At the top, **Building rules** has a **Bylaws** tile and a **Handbook** tile. A tile with a file says **View / Download**. A tile that says **Not on file** has a **Request from manager** link that emails NEPREM.
- When the list has more than 3 documents, a **Search** box appears. If the documents are of different kinds, a **Type** menu appears too. After 50 documents, the oldest are folded under a line such as "Show 12 older documents".
- You will not see files that belong to your unit owner (their statements, their insurance), files on your unit from before you moved in, or documents marked for owners and the board only.
- **Tax Documents** appears only when NEPREM has filed a tax form for you. NEPREM does not collect rent from condo renters, so most renters never see it.
- **Plumbing Reports** (Hampton Shores and other buildings that keep them) shows plumbing notes for your unit since you moved in. It is view only.

Looking for rules, a handbook or a move-in form that is not listed? Email team@neprem.com.

## 6. Reporting a problem in the building

> **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 now (for a business unit the repair form says "for a flood"). Do not wait for an email. 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.

Before you start: problems **inside your unit** (an appliance, a fixture, paint) usually belong to your unit owner, so contact them first. Use the portal for shared areas, leaks from above and building systems. If you are not sure whose job it is, email team@neprem.com or call 617-683-1148. The form repeats this at the top.

1. Go to the **Maintenance Requests** card (the **Repairs** jump link takes you there). The form is called **Submit Maintenance Request**.
2. If you rent more than one unit, choose the **Unit**.
3. Type a short **Subject** (up to 150 characters) that says where the problem is, for example "Lobby light out, 2nd floor hallway".
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 in **Description** (up to 2,000 characters): where, when it started, any damage.
7. Add up to 3 photos if you can (**Photos (optional)**: JPG, PNG, GIF or WebP, up to 10 MB each). A picture helps us diagnose faster.
8. Tap **Submit Request**.

Subject, Category and Description are required. A green message confirms the request with your request number ("Request #123 received") and you get a confirmation email with the same number. If a photo cannot be attached, your request is still saved and the portal tells you which photo was skipped. To list your pets and vehicles, you do not need a request: use **Pets and vehicles** in **Profile & Settings** (Section 8).

**Who gets emailed**

NEPREM is emailed right away, and you get a confirmation email. If NEPREM has your unit owner on record, your owner may also get a short email with the building, unit, category, priority, your subject and the first 200 characters of your description. It does not include your name or phone number. If your owner is linked to your unit in the portal, they can also open your request in the request list on their own Owner Portal. The association's board is emailed only about shared-area requests, never about repairs inside your unit. The board's email for a shared-area request carries the same details.

### Following a request

The **Your Maintenance Requests** list shows requests you filed, plus other requests filed on your unit since you moved in. Each shows its number, a status (Open, In Progress, Resolved or Closed) and a progress bar (Submitted, In Progress, Resolved, Closed). A request may also show who is assigned to it and a target date. For a bigger job, NEPREM may add a **Project Timeline** that lists the steps and their target dates. With more than 5 requests, a filter bar appears above the list.

NEPREM emails you when work starts, when the request is marked resolved and when it is closed. Notes NEPREM shares with you appear under **Activity**, marked "to resident". Your own notes show there as "from resident".

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

## 7. Messages

1. Go to the **Messages** card. Your messages go to **Property Management (NEPREM)**.
2. Type a **Subject** (up to 200 characters) and your **Message** (up to 4,000 characters).
3. If you like, attach up to 3 files under **Photos or PDFs (optional)**: JPG or PNG photos, or PDFs, up to 10 MB each. On an iPhone, pick the photo from your photo library so it is sent as a JPG. Only the people you send it to and NEPREM can open the files.
4. Tap **Send Message**.

Replies from NEPREM appear in the same card, grouped into conversations, and you get an email saying a new message is waiting. New messages have a blue **New** label until you open them. Open a message and tap **Reply** to answer it: the subject is filled in for you. Your association's board can also send messages to owners and renters. They appear in the same card, and a reply goes only to the board member who wrote it.

You can send up to 10 messages an hour and 30 in 24 hours. For anything urgent, call 617-683-1148.

## 8. Your profile, pets and vehicles

The **Profile & Settings** card holds your details, your pets and vehicles, phone alerts and account links. It is the one place to change your name, phone, email and emergency contact.

### Your details

1. Tap **Edit your contact details, pets and vehicles** to open the form.
2. Update your name, company name (for businesses), phone, email, **Emergency contact** (the name and phone of someone we can reach if we cannot reach you) and mailing address.
3. Tap **Save changes**.

The form needs a phone number with at least 10 digits, a ZIP code of 5 or 9 digits and a two-letter state. If something is wrong, it says what to fix.

Your name, email, phone and emergency contact are visible to NEPREM and to your association's board. Your name and email may also be listed in the Units Directory on the Association Page, which unit owners and the board can open.

- To change your sign-in email, type the new address. A box for your **Current password** appears: type it too. NEPREM emails a confirmation link to the new address. The link 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.
- The form also has **Paper mail delivery**. Tick **Digital only: stop paper mail** if you do not want paper notices by US Mail. You can switch paper mail back on any time. If NEPREM cannot email you (for example you unsubscribed from NEPREM email, or the address on file is a placeholder), paper still comes, even if the card says digital only.
- The bottom of the card has these links: **Change password** (`neprem.com/change-password`), **Notification settings** and **Two-step sign-in** (it shows On or Off and opens `neprem.com/account`). The account page handles only your password and two-step sign-in. It links back to **Profile & Settings** for everything else.

**Who gets emailed**

When the sign-in email on your account is changed, by you or by the NEPREM office, NEPREM sends a short security notice titled "Your NEPREM login email was changed" to both the old and the new address. Each copy hides most of the other address. If you did not expect it, reply to that email or call 617-683-1148. No notice is sent when the old address was only a placeholder, such as one made when your account was first set up.

## Pets and vehicles

Below your details, **Pets and vehicles** (marked Optional) is where you list the pets and vehicles at your unit. You may have filled it in already on the Move-In Guide (Section 4). This is where you change it later.

1. For each pet, choose the **Type** (Dog, Cat, Bird, Small animal, Fish, Reptile or Other) and fill in the **Name**, **Breed or description** and **Weight**.
2. For each vehicle, fill in the **Make**, **Model**, **Color**, **Plate** and **State** (two letters, like MA).
3. **Add another pet** or **Add another vehicle** adds a row. You can list up to 10 of each. To take one off, tap **Remove** (or clear its boxes).
4. If you have none, tick **I have no pets or vehicles** instead.
5. Tap **Save pets and vehicles**. This button saves only this part of the card. **Save changes** above saves your contact details.

If something needs fixing, for example a pet with no type chosen, the card says what to fix and saves nothing. What you typed stays in the form.

Who can see them:

- NEPREM staff see them.
- Your unit owner sees them only if NEPREM has set the owner up as the landlord of your unit in the portal.
- Your association's board sees your vehicles only, for parking. The board never sees your pets.

A note on the form says who can see them for your unit.

## Email and phone alerts

- On the **Notification settings** page (`neprem.com/notifications`) you can switch **Email alerts**, **Maintenance request emails**, **New document emails** and **New message emails** on or off, then tap **Save Preferences**. The page lists what is always sent, such as payment receipts, failed or past-due payment notices, account emails and messages NEPREM staff send you. Building notices and meeting invitations are not stopped by these switches.

- To stop non-essential NEPREM email, use **Unsubscribe from NEPREM email** on that page (you are asked to confirm). Unsubscribing stops building notices, meeting invitations and violation notices. Receipts and past-due notices still come. Emails about your own repair requests still arrive unless you also turn off **Maintenance request emails**. If you unsubscribed by mistake, the profile form shows "Email from NEPREM is paused" with a **Resume email** button. Or email team@neprem.com and we will turn your email back on.
- **Push notifications** can send small alerts to your phone or computer. Tap **Turn on** and allow notifications. Tap **Turn off** to stop them. On an iPhone or iPad, first add `neprem.com` to your Home Screen (Share, then Add to Home Screen) and open the portal from there. Alerts set up before September 2026 were switched off for security, so turn them on again on each device you use. Signing out also turns off alerts on that device, so on a shared computer tap **Sign out** when you are done.

## 9. Building notices and meetings

**Latest from your building** shows the next building meeting and up to three of the newest building notices, with a "New" badge on ones you have not seen. It is left out when there is nothing to show. Building announcements and meeting invitations also come to you by email, and a short notice appears in your **Notifications** list at the bottom of the page. Notices and meetings the board marks for owners and the board only are not shown to residents who rent.

### Meetings

- To answer an invitation, tap **Yes**, **No** or **Maybe** next to **Your RSVP**, or tap an answer in the email and then press the confirm button on the page that opens, for example **Confirm: No, can't attend** (no sign-in needed from the email). Nothing is recorded until you press it. To change your answer, tap a different button.
- When you are not signed in, a meeting, invoice, unsubscribe or email-change link in a NEPREM email first shows "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."
- **Add to Calendar** (and the calendar file in meeting emails) adds the meeting to your calendar.
- If you answered Yes or Maybe, you get a reminder email the day before.
- Once a meeting has started, the card says it took place and no longer takes answers. If a meeting is cancelled, the people invited get an email with a calendar cancellation.

### Violation notices

When a violation notice is issued for your unit, you get the first notice by email (not if you unsubscribed from NEPREM email or turned off **Email alerts**) and in your **Notifications** list. Your unit owner is

told too. Later updates go to your unit owner, and any fine is charged to the owner. There is no violations card in the Condo Renter Portal. With questions about a notice, reply to the email or contact NEPREM at team@neprem.com or 617-683-1148. Talk to your unit owner too.

### Notifications

**Notifications** at the bottom of your page lists portal notices from the last 90 days. 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).

## 10. Rent, dues and your lease

- **Rent and Dues** reminds you that condominium dues are billed to the unit owner, and that you keep paying rent to your landlord (the unit owner) directly. To reach your owner, email team@neprem.com or call 617-683-1148 and we will put you in touch. The portal has no way to message your owner.
- The portal shows you no Account Ledger, statement, dues Pay button or Auto-Pay. Those belong to the unit owner. If you open a unit's dues payment page while signed in, the portal stops you and says why.
- **Lease Information** shows a lease only if NEPREM has a copy. If none is on file, the card says your lease is with your unit owner, not with NEPREM. If you want NEPREM to keep a copy, email it to team@neprem.com.
- Your lease renewal is between you and your unit owner. NEPREM does not send renewal offers to condo renters. When NEPREM has your lease on file, a **Lease Ending Soon** card appears in the last 90 days of the lease. It shows your end date and, when NEPREM has them, your owner's name, email and phone.
- NEPREM never charges tenants application, screening or placement fees. If anyone asks you for one, email team@neprem.com.

### Invoices from NEPREM

The **Invoices from NEPREM** card lists any bill NEPREM sends to you personally, for example a key fob. It is usually empty and then says "You have no invoices from NEPREM." Each invoice has a **View or print** link, which also lists any documents NEPREM attached (the invoice email carries them too).

### Paying a NEPREM invoice

Each open invoice has two buttons: **Pay $... by bank (free)** and **Pay $... by card**. The card button shows your total with the card fee, and the fee rate. A secure Stripe page opens to finish the payment, and you get an emailed receipt. You can also pay without signing in at `neprem.com/quickpay` by typing the invoice reference.

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**.

| Method | Cost | When it posts |
|---|---|---|
| Bank transfer (ACH) | Free | 1-4 business days to clear. You sign in to your bank on the Stripe page. |
| Card | A 5.49% card fee on the amount you pay ($100 costs $105.49) | Right away |
| Check | Free | Mail time plus 1-2 business days to record |

For a check, write it to the name in the **Make Check Payable To** box on the invoice, put the invoice reference on the memo line, and mail it to 1 Beacon Street, Floor 15, Boston, MA 02108. If you have the printed invoice, send its tear-off Remittance Slip with the check.

**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% ($100 will cost $103.30), and NEPREM keeps none of it. Debit cards are not accepted from that day. Money orders are accepted with no fee: make one payable to the same name as a check and mail it the same way. Bank transfers stay free. Until then, the 5.49% card fee above applies.

## 11. Frequently asked questions

### Do I pay anything through the portal?

No rent and no dues. Your rent goes to your unit owner, and condo dues are the owner's bill. The only thing you might pay here is a bill NEPREM sends you personally, listed in **Invoices from NEPREM** (Section 10).

### I received a dues statement or a Pay link. What do I do?

Do not pay it. Forward it to team@neprem.com or call 617-683-1148 so we can look into it.

### Something is broken. Who fixes it?

Inside your unit (an appliance, a fixture, paint), tell your unit owner first. A problem in a shared area (hallway, lobby, elevator, roof, grounds), a leak from above, a building system or any emergency goes to NEPREM. Submit a request: choose the **Common area** category for a shared area, or the category that fits best, and name the place in the Subject. 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. Reports from residents are how problems get caught early.

### Who can see my repair request?

NEPREM can. Other people living in your unit can see it in their list. Your unit owner may get an email about it and, if linked to your unit in the portal, can open it in their own Owner Portal. The board hears only about shared-area requests. See Section 6.

### Who can see my phone number and email?

NEPREM and your association's board. Your name and email may also be listed in the Units Directory that unit owners and the board can open. See Section 8.

### Where do I find the building rules?

In the **Documents** card, under **Building rules** (Section 5). If a tile says **Not on file**, tap **Request from manager**.

### Can I message my unit owner in the portal?

No. Email team@neprem.com or call 617-683-1148 and we will put you in touch. Near the end of your lease, the **Lease Ending Soon** card shows your owner's contact details when NEPREM has them.

### My lease is ending soon.

Talk to your unit owner. NEPREM does not renew condo leases.

### How do I register my car for parking, or my pet?

In **Profile & Settings**, under **Pets and vehicles** (Section 8). The board sees your vehicles for parking, never your pets.

### How do I change my password or my sign-in email?

Your password: see "Change your password" in Section 2. Your sign-in email: see "Your details" in Section 8.

### I stopped getting building emails.

Check your spam folder. You may have unsubscribed. Use **Resume email** in **Profile & Settings**, or email team@neprem.com and we will turn it back on. Make sure the email address in your profile is the one you use.

### I cannot sign in.

Check that you are typing the email address NEPREM has for you. After 5 wrong passwords in 15 minutes, sign-in pauses for 15 minutes. You can wait, or use `neprem.com/forgot-password` to set a new password (Section 2), or call 617-683-1148.

### The page says "We are still setting up your account", "no current home" or "Your account here is closed".

See "If your page looks different" in Section 3, or call 617-683-1148.

## 12. Getting help

| Need | Contact |
|---|---|
| Questions and 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 | New England Property and Real Estate Management LLC, 1 Beacon Street, Floor 15, Boston, MA 02108 |
| Website | neprem.com |


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