

New Resident Welcome Service

RealCommunity

- ▶ RealWelcome
- RealWeb
- RealNews
- RealEvents

RealTechnology

- RealSetUp
- RealPay
- RealInspect
- RealFinance
- RealReports

RealValue

- RealService
- RealKnowledge
- RealCollect
- RealInsure

RealCommunity initiatives are programs that build a strong sense of community

Faster Assimilation of New Residents Into the Community

- Increase new resident satisfaction by equipping them with all necessary information
- Decrease new resident frustration by facilitating their move-in process
- Improve education of new residents about the community
- Empower residents with access to frequently used forms

Services

- Comprehensive welcome package of community information
- Introduction to professional community website
- Customized greeting process (phone call, welcome letter)
- Optional welcome gifts
- Experienced staff to answer resident questions
- Provision of amenity access cards, keys or codes

Homeowner Welcome Package Features

- Customized with community logo
- Personalized cover and welcome letter
- Rules of operation for association amenities
- Community information on schools, utilities, fire, police and other public services
- Contact information for the association board and management team
- Declaration of Covenants, Conditions and Restrictions
- Articles of Incorporation and Bylaws
- Emergency contact information
- Association committee descriptions and contact information

Fast and Comprehensive

- Facilitate the closing process with title companies
- Welcome packet mailed and/or emailed promptly
- Month-end report of new residents to board or committee members
- Same day turnaround on amenity center access

