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Keys-Caldwell, Inc.

Professional Association Management

to Download our Management Companies App!

or go to [Keys-Caldwell.com](http://Keys-Caldwell.com) on your home computer and select the "Owner" button

## This Community Website Provides

### **Review Account Balance**

*With an account, an owner is able to check their account balance.*

**One Time Payment** - Owners are able to pay with a credit card or by E-check.

### **Pay Dues**

**Recurring Payments** - Owners are able to select between the 1st - 10th when money is auto drafted from their account into the Associations Account.

### **Online Directory**

Owners are able to review a neighbors phone number, local address, email address, and name. Owners can choose not to participate by using the "My Profile" screen.

### **Documents, Meeting Minutes and forms**

Owners have access to the Association Board Meeting Minutes, Association Documents and Forms along with other important Association information.

### **Submit Work Orders**

If something is broken in the common area, owners are able to report it as a work order. Once that item repaired, the owner can see this information from their account.

### **Electronic Forms**

Forms can now be submitted within your account on the website. Once reviewed and voted upon at a meeting, the owner can be notified through their account.

### **Violation Letters**

Owners are able to review and respond to violation letters received from the Association.

### **Community Calendar**

A Calendar that shows scheduled social events in the Community.

## Frequently Asked Questions

**Common Area Issue?** Create a Work Order through your Account on the website. Instructions on how to do this can be found on the "Documents" page.

**I want to make my Payment. Where can I mail it?**

**If you prefer to mail your payments, make checks payable to your association, include your account number on the memo line and mail to:**

Your Association Name  
C/O Keys-Caldwell  
PO Box 20746  
Tampa, FL 33622-0746

**I want to make a Change on the outside of my house / unit. What do I need to do?**

Please create and Modification Request (A.R.C.) through your Account on the Website. Instructions on how to do this can be found on the "Documents" page.

**Do you have a question if something is or isn't allowed in your Association?**

If something is broken in the common area, owners are able to report it as a work order. Once that item repaired, the owner can see this information from their account.

**How can I Rent / Sale my unit?**

All forms can be found through your account on the website. Once reviewed and voted upon, the owner will be notified through their account.

**I received a violation letter from my Association, now what?**

Owners are able to review and respond to violation letters through your Account. Instructions on how to do this can be found on the "Documents" page.

**How do I find out what's happening in my Association?**

A Community Calendar can be found on your account in the website. You can control the Calendar Notifications on the "My Profile" page.

If you are having trouble with any part of this online system, Please contact us at [office@keys-caldwell.com](mailto:office@keys-caldwell.com)