

The Trails HOA

703 E Nerge Rd.,
Roselle, IL 60172
(630) 351-1650
manager@thetrailsroselle.com



November 01, 2021

Dear Trails HOA Member and/or Trails Resident,

Effective immediately, we will be switching fully to digital communication in place of printed paper communication. Excluding special circumstances, you would be receiving all regular communication such as Minutes of Meeting updates, Website Updates, Announcements, Performance Surveys, Vendor Surveys, Social Events, News and all other regular communication via emails and text messages. This would reduce the time to respond, increase timely communication and most importantly reduce the carbon footprint.

Most of the residents are already receiving communication via emails. In order for you to receive digital communication you should have registered on the Trails Resident Portal by providing your email address and cell phone number under your Homeowner Profile. However, there are a considerable number of Homeowners who are not yet part of the Trails HOA Resident Portal.

Registering on the Trails Portal will also enable you to make HOA payments online using your Bank account. Which means that you wouldn't have to call the bank or send a paper check. You also wouldn't have to walk into the office to make payments or to check the payment status. Everything can be instantly monitored from the resident portal after logging into your account.

You can also submit maintenance requests, send queries to the trails office for any questions you may have through the portal instantly and get responses faster. You can track the status of the service and maintenance requests through the portal itself. Our portal services are provided by Buildium, Inc., which is a specialist in property management services. It is a secure and easy way of communicating with your association and performing HOA related transactions.

All we are trying to do is make your life easier and make sure communicating with Trails HOA is not one of your daily time taking tasks.

cntd...

Please note that this will be the last printed communication regarding this matter. Failing to register or to make sure you are on the Trails Portal, will result in missing important updates and regular communication with the Trails HOA.

Registering or Verifying your Registration on the Portal:

If you are not sure whether you are enrolled already on our portal or not, please try logging into the Trails portal using an email address that you remember to have registered with the Trails HOA. Portal can be accessed from the Trails Website's home page www.thetrailsroselle.com .

If you are still not sure or if you don't have an email address, please contact the Trails office manager@thetrailsroselle.com or Trails WebMaster at webmaster@thetrailsroselle.com and we would be happy to assist you in setting you up on the Trails Resident Portal.

Sending and ACC application by email:

Please send your filled in and scanned ACC Applications directly to acc@thetrailsroselle.com for faster processing and response.

Contacting the Trails HOA Accounts:

If you have any queries about your HOA account, please send an email directly to accounts@thetrailsroselle.com .

Our presence on social networking platform Facebook:

Please Like and Follow the Trails Roselle Page on Facebook for updates at Trails from time to time. Our Facebook Page is: <https://www.facebook.com/TheTrailsRoselle> .

Our Website:

If you prefer to opt out of email communications, you can still find all information and updates on the trails website, www.thetrailsroselle.com .

If you have any questions, please contact webmaster@thetrailsroselle.com .

Best regards,

The Trails HOA