

# Inwood Forest Community Improvement Association

Introduces



We are excited to announce our new partnership with Inframark Community Management, the leading provider of integrated community association management services. This partnership, commencing November 1<sup>st</sup>, will preserve and protect the governing documents, common areas, and provide ongoing support for our community and volunteers.

Inframark was established in 1978 and specializes in planned community developments. Our support structure provides technology, ongoing education, quality vendor resources, and community management team support. Inframark services our customer inquires through our Customer Care department Monday-Friday 7am-6pm.

Your community manager, Sharrell Drawsand, will primarily work with the board as the liaison for vendors, bid out contracts at the board's request, perform site inspections, prepare reports, attend board meetings, help prepare budgets, and oversee the daily activities of the community.

As a member of Inwood Forest CIA, a few new benefits of this partnership are outlined below:

## **Inframark Home Portal**

Starting **November 1<sup>st</sup>**, you will have access to the Inframark Home Portal, powered by Vantaca. The Inframark Home Portal gives you access to association related documents, view your account balance, make payments on-line, enter and track service requests, submit an exterior modification application, view the community calendar, and receive important information about your community. As the community transitions and Inframark works to load resident balances in our property management system, please note the portal will not reflect current balances or activity until the financial setup is complete after December 1<sup>st</sup>.

On **November 1<sup>st</sup>** you will receive a Welcome Email from [communitymanagement@inframark.com](mailto:communitymanagement@inframark.com) with your unique Portal Login credentials. Simply log in to <https://home.inframark.com> with the credentials provided and access your Resident Portal. If we don't have your email address, or if you haven't received the email, please follow the steps below to access your Resident Portal on your computer.

- 1) Visit <https://home.inframark.com>
- 2) In the top right corner, click 'Login' then click 'Sign Up'
- 3) Enter your unique **Account Number** and **Portal Key** found below:

**Account Number:**

**Portal Key:**

## **Notice! Payment Information Change**

**Please update your payment information for future billings!** Your Association payment information has changed due to the change in management. If you have an outstanding balance on your account, please direct any payments, payable to: Inwood Forest CIA c/o Inframark Processing Center, PO Box 621747, Orlando, FL 32862-1747. **Please make sure your name and property address are clearly noted on your check.** You can also make payments online via the Resident Portal. Click on **Make a Payment** to begin making payments online!

***Be on the lookout for the Annual Meeting Notice coming from Inframark!!***

## **Questions? Reach out to us!**

### **By Phone:**

**281-870-0585 (Customer Care)**

Our Customer Care Center is open M-F 7am-6pm CT (excluding holidays)

Report Common Area Maintenance Emergencies after our regular office hours by contacting **281-870-0585**

### **By Mail:**

2002 W Grand Parkway N Ste 100  
Katy, TX 77449

**By Email:** [Communitymanagement@inframark.com](mailto:Communitymanagement@inframark.com)

**Our Website:** [www.inframark.com/community-management](http://www.inframark.com/community-management)  
**Owner Portal:** <https://home.inframark.com>

NOTE: Please allow 24-48 hours for responses to your inquiries.