



Dear Homeowner,

Our new management and accounting software has a portal feature provided that allows homeowners the ability to see outstanding balances, pay HOA fees, sign up for automatic withdrawal, update or change contact information and see information posted by the management company. We have created a template (***see reverse side***) with the portal link and instructions.

Please note that this new portal is replacing the Emergency Contact Forms that are normally sent out annually. **Owners will be the sole responsible party to provide & update contact information through this portal.** I would also like to note that this roll-out is a (2) part phase. First part would be for all owners to enroll and the second part is for Tropical Isles to upload documents such as yearend financials, governing documents, lease applications, association community standards and annual budgets for owners to view and refer to. You will also be able to send service maintenance requests to Tropical Isles directly.

The only way homeowners will be able to access the portal is if we have your current email address in our system. If Caliber does **not** show your email address attached to your account, it will **not** allow you access. If you are experiencing difficulties signing in or need to update your email information, kindly contact: **Julia Roedding** of Spires & Associates via email at **Julia@spiresassociates.com** or by phone at **(239) 936-4336, ext. 600, OR Tropical Isles Management at (239) 939-2999.**

**Tropical Isles Management Services Team**  
**TROPICAL ISLES MANAGEMENT SERVICES, INC.**  
Online – Owner Access to Association Accounts

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**Create a Log-In for each account:**

NEIGHBORHOOD Association

**Each account number is required to create Log-Ins.**

Your account number can be located on your coupon book OR provided to you  
by Spires & Associates OR Tropical Isles Management

**INSTRUCTIONS:**

- ✓ **Go to the TROPICAL ISLES MANAGEMENT SERVICES website** <https://tropicalislesmanagement.net>
- ✓ Click on **RESIDENT SERVICES**
- ✓ Click on **PAY MY BILL**
- ✓ Type in the **Name of Your Association**
- ✓ **Create your Log-Ins and follow the prompts**
  - NEIGHBORHOOD Association:**
    - **CLICK "Create Log-In"**
    - Enter **your** account number
    - \*\*Enter email address**      You will receive a message directing you to your email inbox.  
There will be further instructions *(and a link to the Caliber system)*.
    - Click on the link in the email.
    - Follow the prompts to create a user name and password.
    - Exit out of the Caliber website.
- ✓ **Now you can:**
  - make payments and control "Bill Pay" information
  - make instantaneous address and other contact information changes (i.e, northern address to Florida address)
  - view and print account history