

What's Up with TSPOA Communications?

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Coming Soon: A New Members-Only Site

This is the fourth in a series of updates about the new Communications System at TSPOA, which we are rolling out to you in phases. Phase I began with sending out announcements to your email from the new system. We focus on the next, upcoming phase in this issue.

Am I Getting Announcements Properly?

Are you receiving announcements from the new Communications System? We've been sending out duplicate messages to your e-mail inbox since March – one from our old alert system and one from the new.

We will be winding down the old system soon, so *if you are receiving only ONE alert on email, that's a problem: it means you're not getting the new system messages*! If that's the case, please contact cchelp@taconicshores.com and we will be in touch to figure out why you're not receiving them. It could be as simple as they're going to your junk mail folder, or it might be more complicated. Either way we can fix it.

What Happens Next?

We're getting ready for Phase II, which will give you access to the new system's *Members-Only Site*. This site is a password-protected, secure area of the system. Why do you need that? Once you're registered and logged into you own account on the new site, you will see that you can:

- Access your property information right at your fingertips, such as your contact information, account balances, vehicle information (for permit tags), etc.
- Pay your dues and fees;
- Notify the office if you have a new cell number, your mailing address has changed, or even about a new car that you'll be parking at the Shores;

- Add other household members to your account, such as your spouse/partner, children, parent, etc. Basically anyone (other than renters) who would like to receive announcements and be able to use the site's features;
- View all the latest and past announcements, bulletins and newsletters like this one in one place;
- Search or browse answers to frequently asked questions;
- Ask questions of the office/Board;
- Fill out and submit online forms like building permits, rental agreements, and other applications;
- Sign up for TSPOA community events;
- Check availability to rent the clubhouse for private events, and then book the space;
- And much, much more…

To be clear, while the office staff will still be available to assist you with all this during office hours, there will be times when you need/want to find out something while the office is closed. So rather than wait until it opens, you can take action right away.

How do I log into the new Members-Only Site?

In a few weeks - date to be determined - you will receive a welcome invitation in your email to register on the members-only site. *This is why it's so important to make sure you're receiving messages from the new communications system, otherwise you may not get the welcome invitation!*

So remind me again, why are we doing all this?

The last few years the Communications Committee and the office staff have been trying to improve TSPOA communications. We heard you loud and clear that you wanted to have easier access to basic homeowner information and to hear more from the Board and the office about major projects. As a result, we've increased the frequency/quality of our messaging and have been posting additional, helpful information on our website.

Because most of us are volunteers, we also recognize we need to be more efficient with our time. The existing TSPOA systems/internal processes are outdated, and have made it harder for us to communicate with you in a timely manner. Another limitation is that our website doesn't have a password-protected area - which most property associations have - so we've been restricted in posting certain content there since everyone outside the Shores can see it.

So we're hoping this new communications system, and its members-only site, will make it easier for all of us to share important information about life in Taconic Shores. As always, we welcome your feedback and ideas.
