



August Monthly Message



Dear SNHA Homeowners,

Summer is passing quickly. Savor the August moments ! We hope you have been able to spend some time at Smugglers' !

· **Andy leaves SNHA and returns to teaching**- Andy Iwaskiewicz – Assistant Executive Director has departed his employment at SNHA Monday August 1 after two years' employment with us. He is returning to a teaching position and profession at Johnson Elementary School. He has contributed much to the work of SNHA during these two years and we will all miss him. He has assisted us in helping catch up on important repair and replacement projects for both Associations and homeowners. He has also helped move operations into a higher level of efficiency and opened doors to a cloud-based management system called App Folio for our member Associations and homeowners. Thanks again Andy and we wish you the very best.

· **SNHA Annual Meeting** – a successful presentation both live and on Zoom was held at the Meeting House at Smugglers' Resort July 2, 2022. While there were fewer people present in person than usual, it was wonderful to be able to meet again in person after the COVID restrictions of the past 2 years. The number attending by Zoom access brought the total number of homeowners in attendance to a normal level. We have posted a recording of the meeting on a private channel on YouTube. You may email snha@snha.net for the link to access:

An agenda which has been indexed with the start times for each presentation can be found below the YouTube video screen to navigate through the presentations if you wish to pick and choose what to review. The sound quality is not good throughout, so ear buds or headphones are recommended. Let us know if you have any questions about any of the issues or items presented. Email to snha@snha.net

· **Cambridge Food Shelf – SNHA** received a thank you letter from Ruthanne at the Cambridge Food Shelf for the generous donations received from SNHA homeowners after the appeal we made at the July 2nd homeowner gathering. The total to date is \$2565.00 from homeowners and this amount will be matched by Smugglers'. 15 volunteers operate the Food Shelf, so that the 100% of donated funds go in support of the programs and food they provide. Ruthanne wanted to let everyone know how important our support is to the community.

· **QHP Action Lists - QHP** -anyone needing assistance with or referrals for any items on their new action lists that have just been received from Smugglers', can contact Tracy Whitney of Smugglers' Resort for [assistance](#). [Non-renting](#) homes can also contact Tracy for referrals and advice. Send an email to snha@snha.net for her contact information.

· **Smugglers Alternate Rental Agreement** - All who attended the Annual Homeowners' Meeting in July are aware that SNHA and Smugglers' have negotiated a new alternate Rental Agreement which will become effective October 31, 2022. Although it will be optional, SNHA believes that almost all owners who currently participate will benefit from the significant improvements and changes in the new agreement. Even owners who currently rent on their own or through third parties may find that the new terms make the Smugglers' Rental agreement more competitive with their current option and will consider joining or rejoining the program. We will be scheduling 2 informational sessions by Zoom later this summer, either in late August or early September to explain the new agreement and answer any questions. Please watch your email for invitations and for the exact dates and times. You can also watch

the presentation of the new agreement from the recording of the annual meeting which is now available as indicated above. The start of the presentation is at 02:24:10 on the recording timeline.

· **App Folio – an Internet cloud-based management service** has gone live to serve the SNHA membership starting Monday August 1st. The roll out of the accounting aspects of the service will be in stages and the stages will be opened to homeowners building by building as Stefanie, our SNHA bookkeeper takes the reins starting Monday. Stefanie has been a key member of the team in the migration of data and information to populate the platform. We anticipate it will soon become a valuable workable interface among SNHA office, the Regimes, and Homeowners. Homes with their Regime August common expense assessments have received a notification that payment is now available through this online system. A homeowner will need to set up their portal to make these online payments. There is a link included in the notice to help you with this process. We are just getting started with this powerful program and are all very excited to begin using the tools that will be available to us. In brief, note the following:

- Individual portals for each homeowner, Regime Director, SNHA Director, and staff to be able to manage financials, see reports, manage projects, pay bills and assessments, and communicate in a variety of ways that will now be available to us in a single integrated package.
- Many of you have already received your first notices for invoices posted on August 1 with an invitation email to set up your portal and begin using the features of the system. The email will come from:

Smugglers' Notch Homeowners' Association support@onlineportal.appfolio.com with the subject line "Smugglers' Notch Homeowners' Association, Inc - Association Dues Payment Reminder."
Homeowners who own multiple properties will receive a notification for each home. Combining homes into one portal will be an option.

- You may wish to visit an App Folio online help site both before and after you set up your own portal to learn more about the capabilities and features you will have available to you.
<https://www.appfolio.com/help/owner-portal>
- We are eager to get started. Help us out by activating your portal upon receiving the invitation. Don't be left out.
- Contact the office if you have questions.

Keep in touch and get connected!

Your SNHA

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**Stay Cool !!**

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