

LIFE IS EASIER ONLINE

CONNECT to Your Community Like Never Before
FirstService Residential Connect, the Next Generation

ACCESS TO THE CONNECT RESIDENT PORTAL:

If being CONNECTed is important to you, be sure to create a log in for the FirstService Residential Resident Portal. You can connect anytime, from anywhere and from any platform. View and pay account balances, download association forms and documents, access open violations and stay up to date with the community calendar.

- Visit www.islandscommunity.org and click on Resident Sign in
- Click 'Login' at the top Right Corner
- If a new user, click 'Create Account' and follow prompts to link you with your property
- If a returning user, enter your registered email and password to open the dashboard

EXTERIOR MODIFICATIONS:

Now submit your exterior modification request(s) online! SmartWebs is the online platform that modernizes the architectural request and review process, making it more efficient and less time-consuming.

Homeowners can now submit their requests online via the FirstService Residential Connect Resident Portal.

- Sign on to Resident Portal (follow steps above to gain access)
- Once signed in, click on 'Architectural Modifications' from the dashboard, under 'Quick Actions'
- SmartWebs opens up and prompts you to enter your address and zip code of the property you are submitting for and click 'Find'
- SmartWebs Request Form populates. Answer the questions prompted, provide detailed information on the project and upload supporting documents before clicking 'Submit' at the bottom of the page.
- A confirmation email will be emailed once submitted. Continue to monitor your emails to follow the progress and/or correspond with the onsite office if additional information is needed.

Homeowner Benefits include the convenience of uploading pictures, plans, and documents without a special trip to the office. Based on the category of your requests some projects will be approved quicker and before the monthly ARC meeting. Residents submitting can review current CC&Rs and guideline references based on the project to ensure you are following the guidelines. Residents can also follow the process with 24/7 online access and instant status updates on request(s). Additionally, with automated record-keeping, all documents are archived online for you and your association.

For further assistance in the process, please contact The Islands Onsite Management Team, by calling 480-545-7740 or emailing islands.compliance@fsresidential.com

