COMMUNITY CONNECTION. PRIVATE BY DESIGN.

Homeowner Association Member Portal

A private place to meet neighbors, manage home modifications, and stay connected with the board.

The challenge

A homeowner association wanted a straightforward way to help residents connect, navigate the home modification process, and find board communications. The goal was one accessible, member-only website that supported everyday community needs while protecting resident information and association records.

THREE PRIORITIES. ONE CENTRAL PLACE.

01

Help neighbors meet neighbors

A household-based Resident Directory brings together names, addresses, and shared contact details. Search and sorting help members find people by name or location, while sharing settings give households control over phone and email visibility. Recommended Vendors adds a useful community resource.

02

Support the home modification process

Architectural standards, forms, and design and maintenance photos give homeowners a place to understand expectations. Private requests and correspondence provide a dedicated channel for discussing proposed changes with the board.

03

Make board communications easier to find

Announcements, meeting materials, governance documents, and financial information are organized for authorized members. Individual questions have a private channel, separate from general association information.

Built around community. Designed for privacy.

A mobile-friendly experience for residents, with a separate administrative workspace for board responsibilities.

PRACTICAL TOOLS. CLEAR RESPONSIBILITIES.

Every member informed. Every role respected.

The portal separates resident activities from board administration, with access matched to each person's responsibilities.

Member-only access, with three distinct roles

Resident

Access to member content, shared resources, and resident self-service features. No access to the admin panel.

Board

Read-only access to administrative sections and board-only resources, without permission to edit, delete, or upload.

Admin

Management of content, records, and access. Full administrator access is limited to a maximum of two people.

Resources for board operations

A historical document vault and a separate Trusted Contractors list support internal work. These resources are restricted to board members and administrators, rather than shown on resident pages.

Refined through real feedback

Customer feedback shaped clearer navigation, mobile layouts, household contact details, and directory sorting. Self-service password recovery helps members manage their own accounts.

CUSTOMER PERSPECTIVE

> **"The platform strikes a good balance between being powerful and easy to use."**
>
> **— Customer, identity withheld**

Excerpt from feedback about the customer's broader experience with BlueShore.AI. It is not presented as a portal-specific review or a measured project outcome.

The result: a foundation for community operations

The completed portal brings the association's three priorities into one private website: meeting neighbors, supporting home modification requests, and organizing board communications. Members have a consistent destination for information, and the board has a dedicated workspace with clearly defined permissions.

Thoughtful technology for real-world needs.

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