



Welcome to Alta Views!

Dear New Owner,

On behalf of the HOA, we are pleased you chose the Alta Views community for your home!

Montana Community Management is a full-service management company, and will provide the day to day administrative, financial and maintenance aspects of your community. Owners will have access to an owners-only web portal via www.altaviewswitefish.com to view owner statements, pay dues online with a bank account or credit card, and view valuable HOA information.

The attached packet will provide an introduction to the MCM team, information on how to access the HOA web portal and important forms for completing your owner record with us. Your Board is currently planning for additional important communications to unit owners, and we want to be sure we can get this information to you efficiently.

Getting Established and Staying Connected:

Please note that the HOA uses email as its primary mechanism for communication and billing and appreciates your help in saving on postage costs by providing an email address to reach you. Each owner is responsible for maintaining their contact information and we make it easy for you to do so via the 24x7 owners-only web portal. Find out how to log in and establish your preferences within this packet!

Learning More About the Alta Views Community

Please take a few minutes to review the Rules & Regulations for the community available on the "Owners" tab at www.altaviewswitefish.com and let us or a Board Member know if you have any questions.

We appreciate the opportunity to work with your community and look forward to meeting many of you in person soon!

Kind regards,

Jackie Parlee, CMCA
Community Manager, MCM Corp.
Professional HOA Services
857 Grand Drive
Bigfork, MT 59911
(406) 837.4536
jackieparlee@montanahoa.com
www.montanahoa.com



HOA Management Information

Montana Community Management Corp. (MCM) was recently hired by the Alta Views Board of Directors as the business and community manager of Alta Views Homeowners Association, and we are excited to serve your community!

About Montana Community Management

MCM is a full-service management company in the Flathead Valley and serves the Board of Directors for 30 condominium and homeowners associations. We provide customized services for the administrative, financial and physical aspects of association management. For a comprehensive view of our services, please visit our Facebook Page or our website at www.montanahoa.com

***Please note that MCM does not provide rental property management services. All issues with tenants, appliances, or HVAC components within your unit should be handled directly by you, the owner, or routed through your unit manager for handling.* However, we will need to have contact information on file for your unit rental management company so we may reach them in an emergency. Your Board of Directors also requires all long-term lease agreements to be on file with the HOA.

Your Community Management Team

As your primary community manager, **Jackie Parlee, CMCA** will handle all day-to-day management for your HOA. Jackie joined MCM in 2015, with 20 years of experience in the financial and IT industries. Besides her Community Management credentials, Jackie holds several business and IT certifications and has served as a project leader for global business and IT services. While Jackie manages all types of communities, she specializes in multi-family communities.

Independent contractor, **Jerry Burns**, provides Caretaker service to the community. Jerry currently handles the landscape maintenance, care of the common facilities and exterior building maintenance (limited to those items covered under the governing documents) needs for the HOA. Jerry has a wealth of working-knowledge about the property as a former resident, Board member and manager for the community. Jerry also provides personal caretaking services to unit owners and can be reached at (507) 358-6637 or at burns.jer@gmail.com

Steve Hebard will act as secondary contact, vendor management and will provide the maintenance oversight for the community. Steve joined MCM in 2020 and as a long-time resident of the Whitefish area, he will be close to the action. Steve is a credentialed Community Manager and has spent many years overseeing the physical maintenance operations of some large operations in Washington and Montana.

Blaire Kennedy processes the transactions that make up the financial aspects (AP/AR, banking, and financial statements) of the HOA. Blaire is an excellent resource of knowledge for how the community operates with its various service providers.

Statements & Monthly Dues

Owner statements will be sent via email to owners from support@montanahoa.com so please ensure this address is added to your spam filters. We offer an electronic payment portal for folks wishing to pay their dues from their US bank account or by credit/debit card. If mailing a check, send your monthly dues, **payable to Alta Views HOA, Inc.** to 508 Silverleaf Drive - Whitefish, MT 59937

How to Reach MCM

During business hours (8:30 am to 5:00 pm Mountain Time, M-F), you can reach us at (406) 837-4536 or via email at support@montanahoa.com. For emergency after-hours support, please email: afterhours@montanahoa.com



The Alta Views Community

The Homeowners Association is responsible for the efficient operation and maintenance of the property for the mutual benefit of its residents and homeowners. A professional caretaker has been obtained to assist with the day-to-day maintenance of many of the community assets while authority and responsibility for the property's maintenance is retained by those the most interested in the community's welfare ... the property owners. Other service providers will complement the staff on the ground to provide services such as snow removal, and other essential maintenance or repair aspects for the community. Alta Views is proud of its facilities, residences, and common areas, and encourages owners to participate in the governing functions of its association.

Current Alta Views Board of Directors:

Mark Watkins - President

Ron Lench - Vice President

Steve Larson - Director

BJ Lepinski - Development Team & Secretary/Treasurer

Mark Panissidi – Development Team

The HOA Board meets every other month and welcomes input from members. If you would like to provide feedback or have a question for them, please email the management company with the details in advance of the meeting. Meeting dates are typically published on the HOA owners-only portal, and minutes are published for owner review at your convenience.

The Board is looking for community volunteers to assist with various committees. Please contact the management company if you are interested in serving on a committee!

Parking at Alta Views

Parking is a premium on the property. The covenants for the community allow for parking in two places within Alta Views. Your garage, or a public space dispersed throughout the community. Cars parked in the public spaces must not be stored there and should be moving every 24 hours. Residents in non-compliance with this covenant may be fined for repeated non-compliance. Thank you for your understanding and help with this tough issue!



Utility Service & Utility Billing Information

Electricity Service

Electricity service for your unit can be established by contacting Flathead Electric at (406) 751-4483. Please be sure they have your billing address on file for mailing of monthly statements directly to you for payment.

Garbage Service

Monthly billing for your garbage pickup is centralized through the HOA and charged to you on your monthly dues statement. Please note that all residents of the City of Whitefish are required to pay for garbage pickup as a City-contracted service, so owners cannot opt-out of the service. To arrange for the delivery of your trash bin, please send an email to aclements4@republicservices.com at Republic Services to coordinate the delivery with your scheduled move-in date. Your account will be charged monthly for the service upon the closing of your unit regardless of when your can is delivered. Garbage day is Friday and cans should be placed at the edge of your driveway for pick up. When not at the curb, garbage cans must be stored in your garage. Please call Republic Services at (406) 862-4381 for any service-related questions.

Domestic Water & Sewer

The City of Whitefish bills the HOA for monthly water and sewer fees for the prior month. The billing includes a base domestic water and sewer flat rate based on the size of the meter serving the building. This base fee is divided equally between the units that make up your building. Your individual household water usage is tracked with a sub meter installed in your unit and you are charged a per gallon rate for the water used for the same billing period. Just like your cable or telephone service, if you are away on vacation for a month, the base water/sewer service to your residence still applies. This base service fee pays for the infrastructure and management of the City water system. Irrigation of the community is separately metered and paid from the HOA Operating budget.

Cable/Internet Service

The HOA contracts directly with Charter Spectrum to provide cable and high-speed fiber internet service to the property. You are charged for these services with your monthly HOA dues. To establish service to your unit, please follow the below steps.

- 1) **Establish your personal account as a member of the Alta Views managed WiFi service by calling 1-833-697-7328. Let them know you are calling about setting up your cable and managed WiFi service and provide your address using the format here → ("83 Elderberry Loop, Unit A") and make arrangements for the delivery of your TV set top box if it is not already in the unit.**
- 2) Select any additional services as desired (basic service includes ONE cable box delivering the Charter/Spectrum "TV Select" service package, and managed WiFi Internet service) billed monthly with your HOA dues. Download the Spectrum App to your smart TVs for service without a cable box. We recommend that you set up your account right away as reimbursement to the HOA for the service begins with the closing of your unit regardless of when you set up your account. To avoid interruption in service, please be sure to pay your dues on time!
- 3) There is a guest network available in the community so owners do not have to share their personal credentials with guests. To connect to the guest network, look for "Alta Views_Guest" and sign in with AltaViews123 as the password.

***Please note, the white WiFi equipment located on the living room wall is the property of the HOA. If you move or sell your unit, the cable tv equipment must be returned to the Kalispell Spectrum store, but the WiFi modem is to stay behind. Any expenses incurred by the HOA for the replacement of missing equipment will be charged to the previous owner.*



Assessment Collection Policy

Alta Views HOA dues statements are sent to homeowners approximately 15 days prior to the due date each month. The collection of assessments and remedies applied will follow the below schedule in accordance to the association's governing documents.

Statement Date	Due Date	30-Days Delinquent/Friendly Reminder, Late Fee, Interest	45-Days Interest, Lien Notice, Other	~60 Days Lien Filing
<i>See sample dates below</i>				
Dec 15th	Jan 1	Jan 30	Feb 15	Feb 28th

Per article VIII, Section 8.6 of the Alta Views DCC&Rs, any installment of an Assessment which is not paid within thirty (30) days after its due date will be delinquent and subject to the actions as described below.

Article VIII, Section 8.6 of the Alta Views DCC&Rs

- A. Assess a reasonable late charge for each delinquency at uniform rates set by the Board of Directors from time to time;
- B. Charge interest from the date of delinquency at uniform rates set by the Board of Directors from time to time, not to exceed the maximum rate of interest permitted by law;
- C. Suspend the voting rights of the Owner during any period of delinquency;
- D. Accelerate all remaining Assessment installments for the fiscal year in question so that unpaid Assessments for the remainder of the fiscal year will be due and payable at once;
- E. Bring an action against any Owner personally obligated to pay the delinquent Assessment charges;
- F. File a statement of lien with respect to the Lot and foreclose as set forth in more detail below. (See DCC&Rs Article VIII, Section 8.7-8.12)

Assessment Collection Process for Delinquent Accounts

- **30 Days - Friendly Reminder Notice, Late Fees, Interest Charges:**
 - * Reminders are sent to owners in the form of email and US Mail to delinquent accounts.
 - * Per instance late fee of \$50 and 10% interest is added to owner account for non-payment
 - * Suspension of voting rights during may occur during any period of delinquency (as described in the DCC&Rs under Article VIII section 8.6)
 - * Acceleration of all remaining assessment installments for the fiscal year
 - * Suspension of services and access to facilities may be suspended.
- **45 Days - Interest Charges, Notice of Intent to Lien, and Other Enforcement Remedies:**
 - * 10% interest calculated from the date of delinquency added to account – charged until balance is paid
 - * Notices of intent to lien sent by US Certified Mail w/return receipt to lot owner(s) mailing address
 - * Continuation of suspension of voting rights during any period of delinquency (as described in the DCC&Rs under Article VIII section 8.6)
 - * Continuation of service and facility access suspension during period of delinquency.
- **60+ Days - Lien Filing:**
 - * \$50 late fee and 10% interest applied to past due balance.
 - * Lien: Management sends statement of delinquent accounts to the attorney's office.
 - * COA attorney will file lien against delinquent property on behalf of the COA.
 - * All attorney fees, filing and lien release charges are added to owner's billing account for reimbursement to COA by owner.
 - * Continuation of suspension of voting rights during may occur during any period of delinquency (as described in the DCC&Rs under Article VIII section 8.6)
 - * Continuation of service and facility access suspension during period of delinquency.
 - * Bring legal action against any Owner -personal money judgement, and subsequent collection actions not limited to bank sweeps, and/or seizure of assets.
 - * Foreclosure of lien.



Homeowner Insurance Requirements

Alta Views Owners are required to have certain insurance coverage in effect. The insurance requirements for homeowners are as follows. This insurance must be in force at the close of escrow and is required to be in effect for the duration of your ownership.

EACH OWNER (“UNIT OWNER”) SHALL PAY FOR STANDARD LIABILITY COVERAGE ON THE UNIT OWNER’S RESPECTIVE TOWNHOME UNIT (“UNIT”). SUCH LIABILITY COVERAGE SHALL BE IN AN AMOUNT NOT LESS THAN \$300,000.00 FOR PERSONAL INJURY AND/OR DEATH, OR ANY LIABILITY AND/OR DAMAGES RESULTING FROM INJURY. UNIT OWNER AGREES TO INDEMNIFY AND HOLD ALTA VIEWS HOMEOWNERS ASSOCIATION, INC. (“ASSOCIATION”) HARMLESS FROM ANY LOSS, DAMAGE OR LIABILITY RESULTING FROM ANY ACCIDENT ON THE PREMISIS AND/ OR AT THE UNIT OR ANY NEGLIGENCE ON THE PART OF THE UNIT OWNER, HIS AGENTS OR EMPLOYEES TO THE EXTENT SUCH NEGLIGENCE IS NOT CAUSED OR CONTRIBUTED BY THE ASSOCIATION, THEIR AGENTS OR REPRESENTATIVE. FURTHER, UNIT OWNERS SHALL INDEMNIFY THE ASSOCIATION FOR ANY LOSS, DAMAGE OR LIABILITY, REGARDLESS OF THE PARTY AT FAULT, IN THE EVENT UNIT OWNER FAILS TO SECURE INSURANCE COVERAGE IN ACCORDANCE WITH THE REQUIREMENTS SET FORTH IN THIS PROVISION. UNIT OWNER SHALL FURTHER CARRY PROPERTY INSURANCE COVERAGE TO ADEQUATELY INSURE THE UNIT AND ITS CONTENTS. THE ASSOCIATION MUST BE NAMED AS AN ADDITIONAL INSURED/INTEREST ON THE HAZARD AND LIABILITY POLICY. UNIT OWNERS ARE REQUIRED TO PROVIDE PROOF OF SUCH INSURANCE TO THE ASSOCIATION UPON CLOSING AND ON A RENEWAL BASIS.

SUMMARY OF REQUIREMENTS

- \$300,000 LIABILITY COVERAGE
- ADEQUATELY INSURE PROPERTY WITH COVERAGE FOR “SHEETROCK-IN” (BUILDING/DWELLING) AND CONTENTS
- NAME ALTA VIEWS HOMEOWNERS ASSOCIATION AS ADDITIONAL INSURED/INTEREST ON POLICY
- SUPPLY ANNUAL PROOF OF COVERAGE (LISTING ALTA VIEWS AS NAMED INSURED) TO ALTA VIEWS HOA VIA ACORD CERTIFICATE TO: SUPPORT@MONTANAOA.COM

The HOA insurance policy coverage is provided through [Shaine Reece Farmers Insurance Agency, Inc.](#)

Owners or Owner Agents are encouraged to contact Shaine’s office (406) 752-9100 for questions or for a quote on owner unit insurance coverage.



Owner AND Tenant Registration Form

Please provide us with the following information and return using the contact information listed at the bottom of the page. Your prompt attention is appreciated.

Owner Information

Name(s): _____

Property Address:

Mailing Address

Phone # (Circle One: Home / Office / Cell:

Phone # (Circle One: Home / Office / Cell): _____

Email(s): _____

My unit is a rental and have provided the HOA with a copy of the lease agreement: YES / NO

Note: SHORT TERM RENTALS (LESS THAN 30 DAYS) ARE PROHIBITED BY CITY OF WHITEFISH ZONING

Vehicle Information- (if unit is leased, please provide tenant responses)

Make & Model

Year & Color

License Plate & State

VEH #1: _____

VEH #2: _____

Residents must park in their garages and/or driveways so that limited parking pad areas are available to guests and other visitors. If you have additional vehicles, please list them on the back.

Pet Information – (if unit is leased, please provide tenant responses)

Type (dog or cat)

Breed

Color

Weight

Pet Name: _____ / _____ / _____ / _____

Pet Name: _____ / _____ / _____ / _____

Tenant Contact Information

Name(s): _____

Phone # (Circle One: Home / Office / Cell):

Email(s):

Emergency Information

Emergency Contact: _____ Phone: _____

Completion and ongoing accuracy of this form is mandatory for all residents to remain in good standing. Failure to return in a timely manner may result in suspension of clubhouse privileges until it is received.

Owner's ONLY

Check here if you would like your contact information added to our Owner's Directory

Check here if you would like us to send your invoice via e-mail only



Optional Permission to Enter Authorization

(Signed original must be on file at Management Office)

I hereby authorize Management Company of the Alta Views Association to enter my Residence.

I understand that the named company or individual(s) will be entering my unit unaccompanied at my request. I agree to hold harmless the Alta Views Homeowners Association and Management Company from any litigation as a result of the access I am authorizing with my signature below.

Authorization to Enter Given to: MCM Corp, Inc. and/or Alta Views Caretaker

Keycode: _____

I will provide a key to MCM: _____

Additional Instructions:

Address: _____

Printed Name: _____

Signature: _____

Date: _____

Please Note: All Authorizations of Entry will be considered in effect until MCM is notified in writing of your wish to cancel.





Move-In/Move-Out Policy

Move-In/Move-Out may be conducted 8:00 a.m. to 6:00 p.m. Monday through Sunday

AN APPOINTMENT TO SCHEDULE A MOVE-IN OR MOVE-OUT OF THE BUILDING MUST BE MADE SEVEN (7) WORKING DAYS IN ADVANCE OF THE MOVE.

Please call the HOA management company office at 1-406-837-4536 Monday through Friday from 9 a.m. to 4 p.m. to inform us of moves and deliveries.

Parking

If you are using a professional moving company, be sure to notify the HOA management office so parking of the moving vehicle may be arranged ahead of time. A representative of the association will accompany the movers on the initial walkthrough of the property.

Initial Move-In

Please choose your moving company carefully! You, as the homeowner or tenant, are fully responsible for any damage done to the Common Areas during your move. Because of this liability it is important that the moving company carry its own insurance for such damage.

THE MOVING COMPANY YOU SELECT MUST SUPPLY THE HOA MANAGEMENT COMPANY WITH A CURRENT CERTIFICATE OF LIABILITY AND WORKERS COMPENSATION INSURANCE FOR A MINIMUM OF \$1,000,000 NAMING THE ALTA VIEWS HOMEOWNERS ASSOCIATION, INC AS ADDITIONAL INSURED BEFORE THE MOVE MY START.

Unloading will not be permitted until insurance and workers compensation documents have been submitted and accepted. Please allow a minimum of seven (7) days between the submission of the documents and acceptance.

If you plan to move from out of state, please either use a destination (local) agent for the company or instruct the driver to call the HOA Management office a minimum of 48 hours in advance to coordinate the time of arrival and to insure availability of access to the property. Residents who wish to move in without using a professional moving company may do so providing they schedule their move with the HOA Management office with seven (7) days advance notice.

THE OWNER IS RESPONSIBLE FOR ALL COSTS FOR REPAIRS NECESSITATED BY THE MOVE.

Please provide the moving company a copy of the attached Memo of Moving Company Personnel, so that they have a clear understanding of Alta Views HOA moving requirements.

Suggestions for Moving Preparation

1. Make a plan. You will save time and money if you plan the location of your furniture in your new home before the moving company delivers it.
2. Be sure you know:
 - a. Your Address
 - b. The day, date and the block of time for the move-in/move-out and have verified this with the management company.
 - c. The size of the doorways.
3. Ensure your moving helpers understand they must not block traffic or emergency vehicle access.
4. Plan for parking moving vans off-property if your move-in / move-out extends beyond the allowed times of 9 am to 4 pm

After Moving Boxes and Materials

At the end of the move the area around your home must be free of packaging materials and debris within a reasonable time, no more than a week. Broken down boxes may be placed behind the dumpsters to be recycled.

ANY RESIDENT WHO DISREGARDS THIS REGULATION BY LEAVING PACKING MATERIALS AND BOXES IN THE PUBLIC AREAS WILL BE SUBJECT TO A MINIMUM CHARGE OF \$100 TO COVER THE COST OF REMOVING THE NUISANCE AND FIRE HAZARD.



Move-In/Move-Out Agreement (Owner)

Please read, sign and return this Move-in/Move-out Agreement to the HOA Office prior to beginning any move.

I have read the Move-in/Move-out procedures for the Alta Views HOA. I understand and agree that if damage to the common elements is incurred as a result of any move, I will accept responsibility for the cost of any damage, repair, clean up, losses or other liabilities.

Owner Name: _____ Date: _____

Owner Signature: _____

Owner Property Address: _____

Confirm your HOA-agreed upon move in date here: _____

Return this Document To:

Alta Views HOA, Inc.
857 Grand Drive
Bigfork, MT. 59911

Email: support@montanahoa.com



Moving Company Policies for Contracted Service Providers

To: Moving Company Personnel
From: Alta Views Homeowners Association, Inc.
Subject: Move-in Policies & Agreement

The moving company supervisor, prior to the move, should review these policies. The Alta Views Homeowners Association will only allow moving companies on the property that will operate in keeping the property damage-free.

MOVING COMPANY STAFF

In order to ensure the move for your client goes smoothly, please make note of the following policies. If you have any questions about these policies, please contact the management company office at 1-406-837-4536 prior to the move.

1. The moving company must supply the Alta Views HOA, Inc. with a current Certificate of Liability and Worker's Compensation Insurance for a minimum of \$1,000,000 before the move may start. The certificate(s) must name Alta Views HOA, Inc. as additional named insured.

Please mail or email the certificate to:

Alta Views HOA, Inc.
857 Grand Drive
Bigfork, MT 59911

Email: support@montanahoa.com

2. When you arrive at the property, contact the HOA Management office at 406-837-4536 to let them know of your arrival.
3. Moves are scheduled in advance and appointments are available from 8:00 a.m. to 6:00 p.m. only, Monday through Sunday.
4. Moving vans and other large vehicles may not park on the driveways. The driveways are not designed to support the weight of heavy vehicles.
5. Moving vans must not block the street or otherwise impede access to other homes or areas and must keep fire lanes clear and accessible at all times.
6. If moving company staff takes breaks or leaves the property for any reason, someone must remain who can move the truck and tend to other access and safety issues.
7. Should a moving vendor disregard any of the above policies, his/her moving company will not be allowed access to the community



Moving Company Agreement

I have read, understand and agree to fully comply with the move-in/move-out policies of Alta Views HOA, Inc.

The form is to be signed by the Supervisor assigned to the move by the moving company and returned to the HOA Management Company for Alta Views HOA Inc, prior to any move-ins.

Company Name _____ Date _____

Print Name of Supervisor _____

Supervisor Signature _____

Owner Name _____

Owner Address _____

Return this Document To:

Alta Views HOA, Inc.
857 Grand Drive
Bigfork, MT. 59911

Email: support@montanahoa.com



Web Portal Access & Preferences

An owners-only web portal is available for your exclusive use. Homeowners are encouraged to log in and explore this online resource for account information, news and announcements, important association documents, a member directory, and much more. You also may make service/maintenance requests (see instructions at bottom of next page). **Please log in ASAP and update your profile with your preferred ID/Passwords**

How to Log In

1. Direct your browser to www.altaviewswitefish.com OR www.montanahoa.com
2. From www.altaviewswitefish.com, click on the "Owners-Only Portal" from the "Owners" page
3. From www.montanahoa.com, click the "Login" link located at the top of the page and enter the temporary credentials listed below.

TEMP user ID: {Web Site Login Name} If blank, please contact MCM Corp. at (406) 837-4536

TEMP password: {Web Site Password} If blank, please contact MCM Corp. at (406) 837-4536

4. Select the box "My Profile".
5. Click on "My Info" and review the information listed for you
 - You may add or change information, if needed. It's a good idea to provide emergency and alternative contact information. ****Please note that you can log into the web portal 24x7 to update your contact information on file.**
 - Indicate what information (if any) other residents can see about you in the web portal "Phone Book". You'll see the options in the box at the very top of the page. Only your address will display in the "Phone Book" until you set your preferences.
 - Choose to receive dues statement and other HOA-related communications via standard mail or email. Near the top of the page, you will see, "I prefer to receive correspondence". **By default, the software chooses the "by mail" option. Receiving correspondence "by email" helps your association save money, by reducing the cost of printing and postage. We encourage you to change this setting to "by email" unless US mail is necessary.**

6. To Change Your Username and Password:

1. Choose "My Profile".
2. Click on "Password and Alias".
3. We recommend entering your email address as your "Alias" - a.k.a. username.
4. Click the "Save" button and allow 24 hours for your changes to take effect.
5. If you forget your password, just click on the recovery link, and the system will send it to the email address associated with your owner record.



Web Portal Access & Preferences -Cont.

Message Center

Message Center

We'll use the message center to display HOA current events, and community reminders. This information is typically also sent in an email communication, but also saved online for future reference.

Online Payment Options

To Make an Online Payment via Bank Account or Credit Card:

1. From www.altaviewswitefish.com , click on the link to the Owners Only web portal
2. Log into the web portal with your credentials
3. Click on the "Online Payment" button on the home screen and follow the instructions to enter your info.
4. Please note that one-time bank draft payments are subject to a \$2.50 per transaction fee. To avoid fees, set up recurring payments.
5. All credit/debit card payments are charged a convenience fee of approximately 3%

Phonebook

Online Phonebook

The owners-only web portal by default, will not display your owner contact information to anyone but you and current Board Members. If you would like your neighbors to see some or all your contact information, you may change your preferences in "My Profile".

Service Requests

To Request Exterior Unit Repairs or Maintenance

1. Log in to the web site.
2. From any page on the site, click the white question mark in the blue bar on the right side of the page.
3. A box with four options will open. Choose "Service Request".
4. A blank email will open. Type in your subject and message. If you have photos that would be helpful, please attach them. Click "Send".
5. We'll process your request, review it with the Board if necessary and respond with an update as soon as possible.

Log Out

After updating your information and checking out the rest of the site, you should log out.

1. Click the gear icon or symbol on the far-right side of the page, near the top.
2. Click "Log out".

We hope this new web portal will enable owners to better interact with the association, its board and Montana Community Management, and that the online payment options will provide valuable convenience to owners. If you would like assistance in setting up your web portal account or have questions, please contact us at 406-837-4536 or send an email to support@montanahoa.com. We will be happy to give you a "guided tour" of the site.