



THE
EVERGREEN
HARVARD
GROUP

TO: All Homeowners
FROM: The Evergreen Harvard Group
SUBJ: Caliber Web Portal Access
DATE: January 23, 2017

We apologize for the delay in your ability to access your Caliber web portal on-line.

The delay has been caused by our third party vendor we use to process online payments. We continue to work on getting this resolved and once corrected we will notify you when you are able to make online payments. The Caliber Web portal will be activated today without the option of online payments so that you can view your account information.

To view your account please go to www.evergreenmgt.com then select Homeowner Login. This will give you a dropdown menu, please select Caliber Login. You will need to use your **new (10) digit account number** which appears in your coupon book and on the invoice mailed/emailed to you earlier this month to create your new login. Your account information and balances through the www.evergreenmgt.com website will begin with your January 1, 2017 fees and any 2016 balance forward. However you will still have access to the Harvard Management Web Portal through March 31, 2017, while we continue with our merger. Simply login as you have in the past to review your history up through December 31, 2016 on the Harvard website www.harvardmanagement.com.

MAINTENANCE REQUEST:

You may send an email for a maintenance request by using the link under contacts should you want to submit a work order request on-line. This email will be forward to our maintenance department for review and processing. You can still email your Property Manager as well.

DOCUMENTS:

Documents such as meeting minutes, governing documents, newsletters, compliance, etc. will be made available next week on the new web portal as we transition the information from one system to another.

HELP DESK:

If you should have any questions or need assistance logging in, please direct your questions via email or telephone to our help desk. Please contact our office at (603) 429-2019 and ask for the help desk and your call will be transferred to a representative who can help you. You may also email your question to vgrandmaison@harvardmanagement.com (Vickie) or cmahaffey@harvardmanagement.com (Cheryl) if you would like with your question.