

Using the Heathrow Hills Resident Portal

The Heathrow Hills Resident Portal is a secure online self service resource that gives homeowners another way to access account information, submit requests, review communications, and stay connected with Association resources.

This guide provides a practical overview of the portal's main features and how homeowners may use them. The portal is intended to make common homeowner tasks more convenient and easier to track, but it does not replace management support.

Homeowners may continue to contact management directly for ARC questions, account questions, contact updates, general community questions, or help locating information.

Please note: The screenshots and directions in this guide are shown from the desktop version of the Resident Portal. If you access the portal from a phone or mobile browser, the layout may look slightly different. Most features are the same, but some menus and tabs may be found under a menu icon with three horizontal lines.



Management Contact Information

Briana Streff

Heathrow Hills HOA Management Agent

info@heathrowhills.org

(615) 609 2511

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Getting Started

Accessing the Resident Portal from the Website

The Resident Portal can be accessed from the Heathrow Hills website.

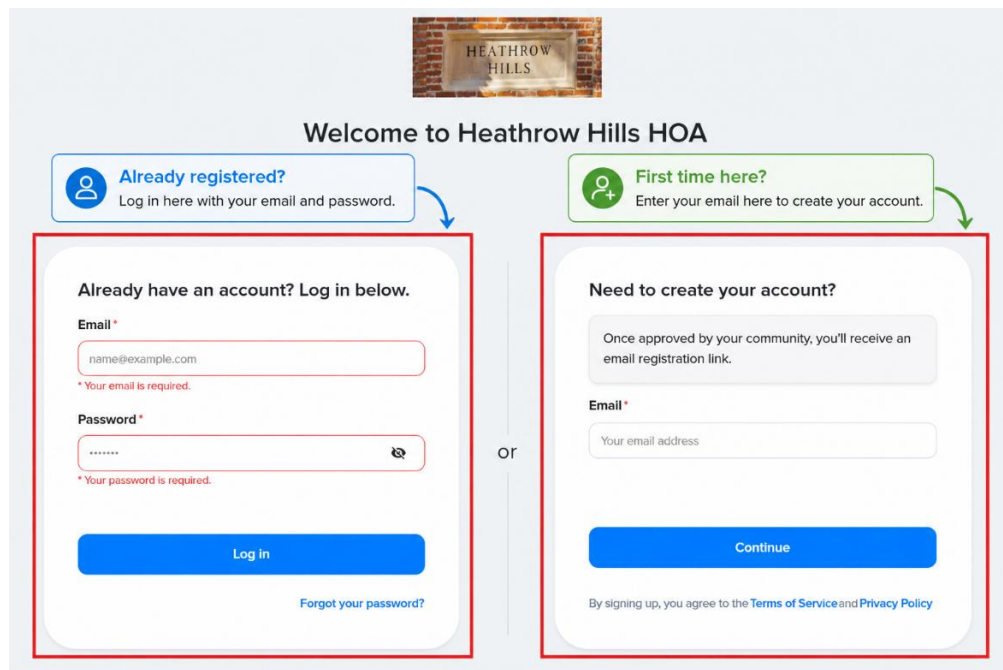
From the website, look for the Resident Portal button or link. This button will direct homeowners to the portal access page.



First Time Portal Registration

When you reach the Resident Portal login page, you will see options for returning users and first time users.

If this is your first time using the Resident Portal, enter your email address in the registration area and select **Continue**. Once your account is verified, you will receive a registration link by email to complete your setup.



Resident Portal accounts are connected to individual email addresses. If more than one owner or household member would like portal access, each person should register using their own email address.

Please use the most reliable email address when creating or accessing your Resident Portal account. The email address connected to your portal account may be used for HOA communications, account notices, and other community updates.

Returning User Login

If you have already created your Resident Portal account, enter your email address and password in the login area and select Log in.

If you do not remember your password, follow the password reset option on the login page or contact management for assistance.

If You Need Help Logging In

If you are unable to access the Resident Portal, please contact management. Management can help confirm the email address associated with your property account and direct you to the correct access page.

Account Settings, Contact Information, & Member Directory

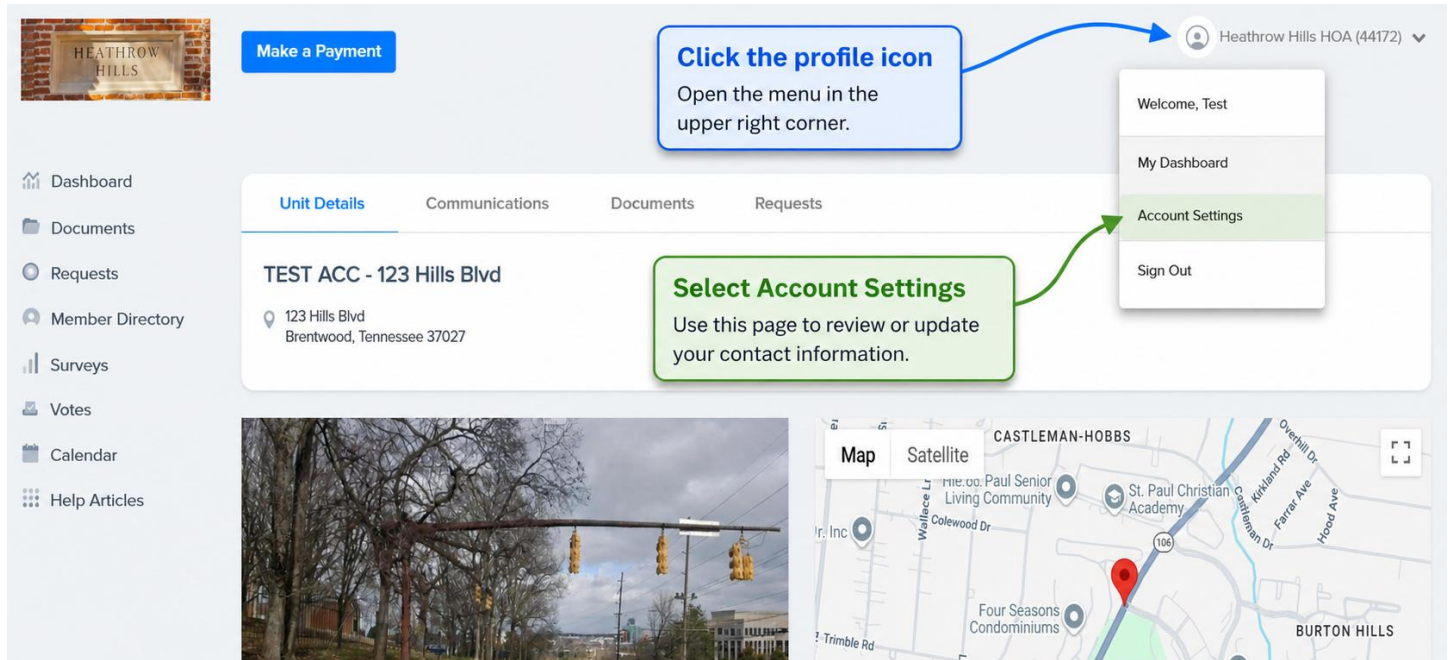
When homeowners register for the Resident Portal, they will be asked to provide basic account and contact information. After registration, much of that information can be reviewed in the Account Settings area under the User Settings tab.

This section is where homeowners may review their contact information, update certain details when needed, manage optional profile information, and choose whether to share information in the Member Directory.

Keeping this information current helps ensure that homeowners receive Association communications, account notices, ARC updates, billing information, and other property related messages.

Opening Account Settings

To open Account Settings, click the profile icon in the upper right corner of the portal screen. A menu will appear. Select Account Settings from the menu.



The screenshot displays the Heathrow Hills HOA portal. At the top right, a profile icon for 'Heathrow Hills HOA (44172)' is highlighted with a blue callout box that says 'Click the profile icon' and 'Open the menu in the upper right corner.' A dropdown menu is open, showing options: 'Welcome, Test', 'My Dashboard', 'Account Settings' (highlighted in green), and 'Sign Out'. A green callout box points to 'Account Settings' with the text 'Select Account Settings' and 'Use this page to review or update your contact information.' The main content area shows 'Unit Details' for 'TEST ACC - 123 Hills Blvd' at '123 Hills Blvd, Brentwood, Tennessee 37027'. Below this is a photo of a street scene and a map of the area. The left sidebar contains navigation links: Dashboard, Documents, Requests, Member Directory, Surveys, Votes, Calendar, and Help Articles.

Reviewing User Settings

From the User Settings tab, homeowners may review the contact information connected to their portal account.

This may include:

1. Homeowner name
2. Phone number
3. Secondary phone number, if applicable
4. Email address
5. Mailing address
6. Profile image, if desired

The email address listed in this section is especially important because HOA communications and important notices may be sent there.

Homeowners may add a profile image if they wish, but this is optional.

If any information appears incorrect or cannot be updated directly, please contact management for assistance.

HEATHROW HILLS

Make a Payment

Heathrow Hills HOA (44172)

Account Settings

USER SETTINGS | WALLET | SECURITY | NOTIFICATIONS | AUTOPAY

Owner Information

Share on Member Directory

FIRST NAME: * John
LAST NAME: * Doe

PHONE #: (615) 555-1234
SECONDARY PHONE #: (615) 555-5678

EMAIL: john.doe@example.com [Edit](#)

MAILING ADDRESS LINE 1: 123 Hills Blvd
ADDRESS LINE 2 (OPTIONAL): Unit / Apt / Suite (optional)

CITY: Brentwood STATE: Tennessee ZIP CODE: 37027

[Save](#)

Keep your **email address** up to date. This is where HOA communications and important notices may be sent.

Opt in to be listed in the **Member Directory**. You can change this at any time.

Profile Image

Drag & drop image here or [upload a file](#)
Recommended image size: 50 x 50px
Supported file types: PNG, JPG, GIF, WEBP

Add a profile picture if you would like. This is **optional**.

Review your contact information above and make any updates as needed. This information helps us communicate with you about your account, community news, requests, and other important updates.

[Need help?](#) If you are unable to make a change or if any information appears incorrect, please contact management for assistance.

Multiple Owner Contacts

Each homeowner should use their own Resident Portal account when possible. Contact information is connected to the individual homeowner's portal profile, so one homeowner may not be able to update another homeowner's name, email address, phone number, or personal account information.

If more than one owner should receive Association communications, each owner should make sure their own portal account information is current. If a homeowner is unable to update their information directly, or if another owner needs to be added or corrected on the property account, please contact management for assistance.

Management can help update property records and contact information when needed. However, each homeowner is responsible for their own Member Directory sharing preferences. Management cannot opt a homeowner into the Member Directory or choose what personal information a homeowner shares with other members.

Member Directory Sharing

The Member Directory is optional. If you choose to be listed in the Member Directory, you can select which information you want to share with other homeowners.

You may choose to share all listed fields, or you may select only certain fields, such as your name, email address, phone number, mailing address, or property address.

Only select the information you are comfortable sharing. When finished, select Save and Confirm. These sharing preferences can be updated later from Account Settings.

The screenshot shows a dialog box titled "Share Profile on Membership Directory?". It contains the following text and elements:

- Header: "Share Profile on Membership Directory?"
- Introductory text: "To opt into the directory, select your membership fields to share with other members in Heathrow Hills HOA. Note: Admins are still able to view and manage your membership as needed."
- Toggle: "Share All Fields" (currently off).
- Table of fields to share:

FIELD	SHARE?
First Name	<input checked="" type="checkbox"/>
Last Name	<input checked="" type="checkbox"/>
Phone #	<input type="checkbox"/>
Secondary Phone #	<input type="checkbox"/>
Email	<input checked="" type="checkbox"/>
Mailing Address	<input checked="" type="checkbox"/>
Unit Address	<input checked="" type="checkbox"/>

Buttons: "Cancel" and "Save and Confirm".

Callouts:

- Optional shortcut:** Turn this on if you want to share all listed fields. (Points to the "Share All Fields" toggle.)
- Choose what to share:** Select only the information you want visible in the Member Directory. (Points to the "Phone #" checkbox.)
- Save your selections:** Click here when finished. (Points to the "Save and Confirm" button.)

Footer: **i** The Member Directory is optional. You can update these sharing preferences later from [Account Settings](#).

Using the Portal on a Mobile Device

The Resident Portal may also be accessed from a phone or mobile browser. The mobile view includes many of the same features as the desktop view, but the layout may look slightly different.

On a mobile device, some navigation options may be found by selecting the menu icon with three horizontal lines. This icon may open the main navigation menu or other menu options within a specific page.

For example, from the dashboard, the menu icon opens the main navigation menu. From there, homeowners can access sections such as Documents, Requests, Member Directory, Account Settings, and other available portal features.

Within Account Settings, there may be another menu icon. This menu allows homeowners to switch between account setting sections such as User Settings, Wallet, Security, Notifications, and Autopay.

Navigating the Resident Portal on Mobile (Browser)

The mobile view works a little differently than the desktop view.
Use the menu icons (☰) to find different sections and account settings options.

1 Dashboard

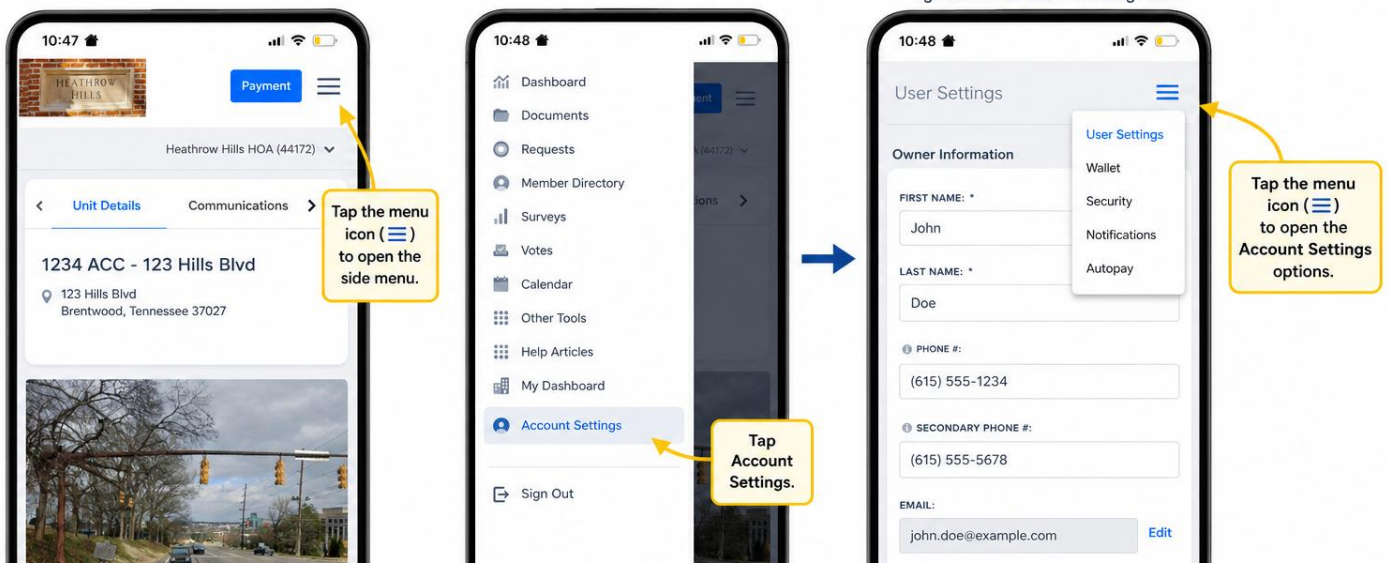
From the Dashboard, tap the menu icon (☰) in the upper right corner.

2 Side Menu

The side menu will slide out. Tap Account Settings.

3 Account Settings Menu

On the Account Settings page, tap the menu icon (☰) in the upper right corner to see the settings tabs.



Helpful to Know:

- The main menu (left screen) and the Account Settings menu (right screen) are both accessed using the hamburger icon (☰).
- The layout on mobile may look different, but the features and options are the same.

Need Help?

If you cannot find something, look for the menu icon (☰) or contact management.

Submitting ARC Requests and Project Information

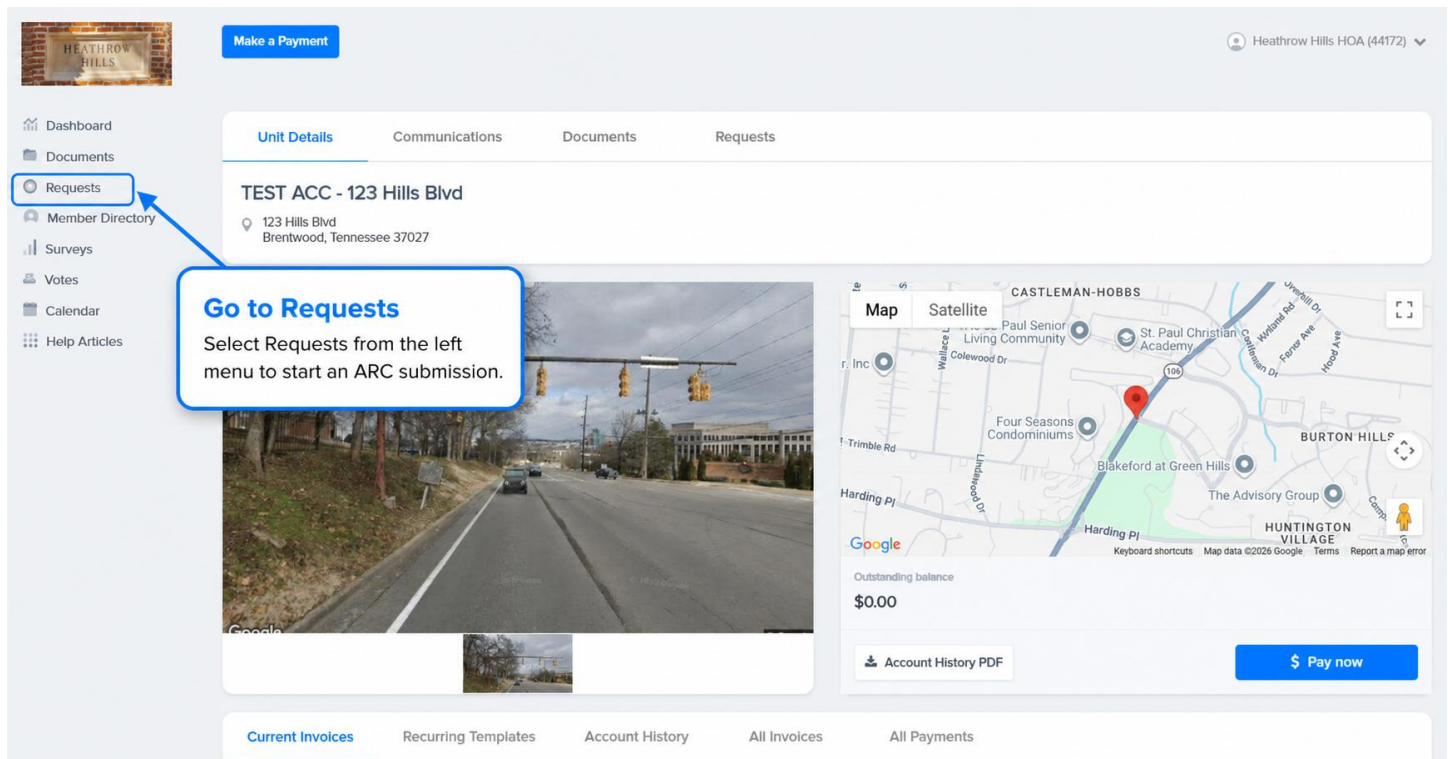
Before You Begin an ARC Request

The Resident Portal may be used to submit ARC requests and supporting information for review.

Before beginning an ARC request, homeowners are encouraged to gather as much project information as possible. A complete submission helps management and the reviewing party better understand what is being proposed.

Starting a New ARC Submission

To begin an ARC request, log in to the Resident Portal from the Heathrow Hills website and select “Requests”.



The screenshot displays the Heathrow Hills Resident Portal interface. On the left sidebar, the 'Requests' menu item is highlighted with a blue box and a blue arrow pointing to a callout box. The callout box contains the text: "Go to Requests Select Requests from the left menu to start an ARC submission." The main content area shows the unit details for "TEST ACC - 123 Hills Blvd" and a map of the location. The map shows the unit's location at 123 Hills Blvd in Brentwood, Tennessee. The map also shows surrounding areas like Castleman-Hobbs, Burton Hills, and Huntington Village. The map includes a red location pin and a blue location pin. The map also shows the Google logo and the text "Map data ©2026 Google". Below the map, there is a section for "Outstanding balance" which shows "\$0.00". There is also a button for "Account History PDF" and a "Pay now" button. The bottom of the page shows navigation links for "Current Invoices", "Recurring Templates", "Account History", "All Invoices", and "All Payments".

Then select Architectural Review Request and click New Submission to open the ARC request form.

HEATHROW HILLS

Make a Payment

Heathrow Hills HOA (44172)

Dashboard
Documents
Requests
Member Directory
Surveys
Votes
Calendar
Help Articles

Unit Details Communications Documents **Requests**

TEST ACC - 123 Hills Blvd
123 Hills Blvd
Brentwood, Tennessee 37027

General Request
Submit a General Request

Architectural Review Request
Please use the fields below to submit your project for Architectural Review.
Supporting documents, photos, drawings...

Architectural Review Request: Unit Submissions

REQUEST	STATUS	SUBMITTED	CLOSED
No form submissions to display			

+ New Submission

1 Choose Architectural Review Request
Select this option to submit your ARC request and project information.

2 Start a New Submission
Click "+ New Submission" to begin your ARC request.

Tip: Once you click "+ New Submission," you will be taken to the ARC request form to provide project details and upload supporting documents.

Complete the requested fields with as much detail as possible.

Information to Include with an ARC Request

A complete ARC submission should generally include enough information for the Association to understand the proposed project.

Depending on the project, helpful information may include:

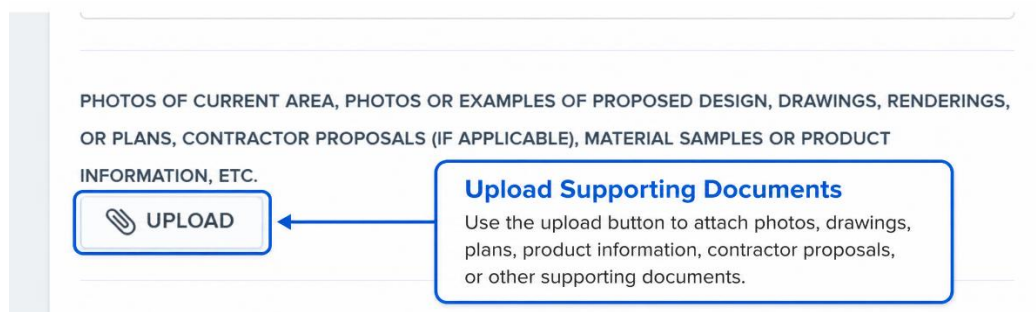
1. A written description of the project
2. Photos of the current area
3. A marked site plan, survey, or aerial image showing the proposed location
4. Dimensions
5. Materials
6. Colors
7. Product specifications

8. Contractor proposal or scope of work, if available
9. Permit information, if applicable
10. Any other supporting documents that help explain the request

Uploading Photos and Supporting Documents

The portal's ARC request form allows homeowners to upload photos, drawings, plans, product information, or other supporting documents with the request.

When uploading documents, please use clear file names when possible. This helps management and the reviewing party understand the submission more easily.



What Happens After Submission

After an ARC request is submitted, management may review the submission for completeness.

If additional information is needed, management may contact the homeowner before the request can be fully reviewed.

Once the submission is ready for review, the request will be provided to the appropriate reviewing party. Homeowners may receive updates related to the request through the portal, by email, or directly from management.

The portal is a tool for submitting and organizing requests. Management remains available to help homeowners understand what may be needed before or during the review process.

Written Approval Required Before Work Begins

Submitting an ARC request through the portal does not authorize work to begin. Written approval is required before any work may start.

ARC Support from Management

Homeowners are encouraged to contact management with ARC questions, especially before submitting larger or more detailed projects.

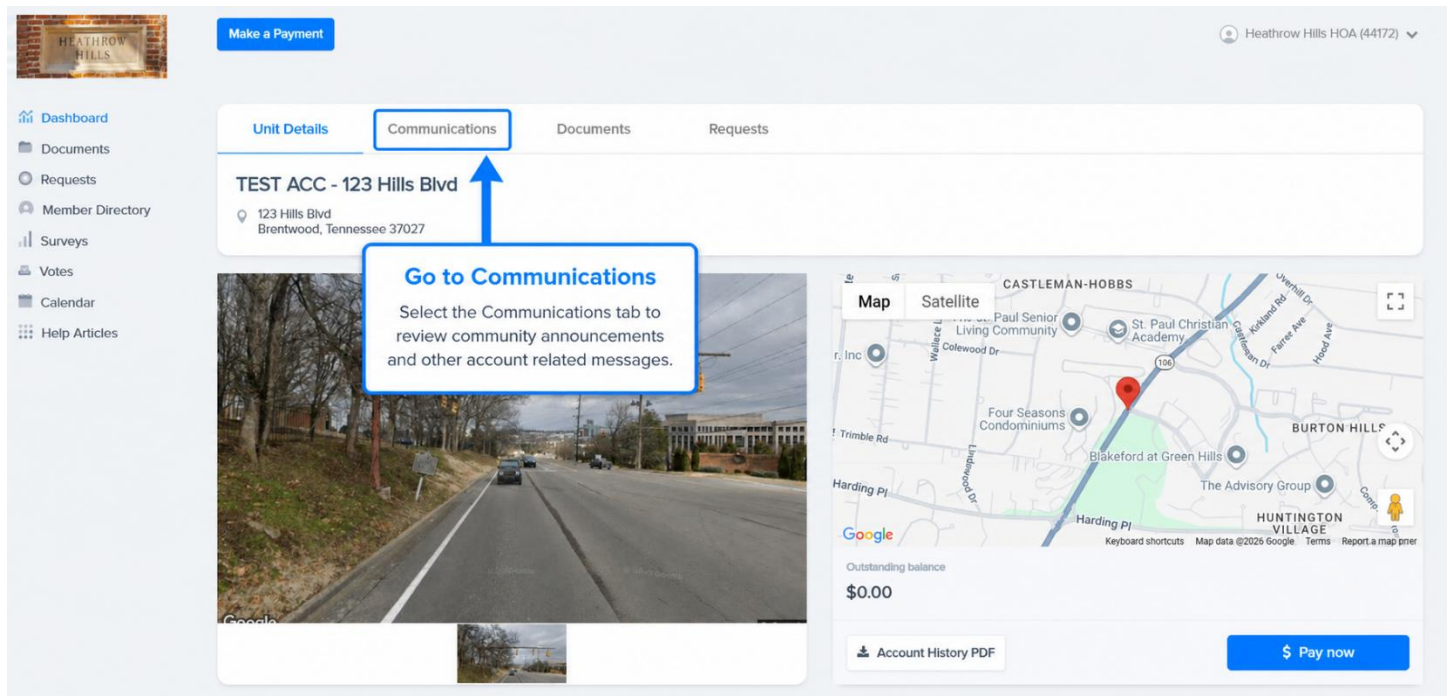
Management can assist with general ARC process questions, identifying what information should be included, reviewing whether supporting documents may be needed, helping homeowners avoid incomplete submissions, and providing guidance on how to submit through the portal.

Management cannot approve projects on behalf of the Association unless specifically authorized, but management can help homeowners prepare clearer and more complete submissions.

Account Activity and Community Communications

The Resident Portal includes a **Communications** area where homeowners may review certain messages connected to their property account.

To view available communications, select the **Communications** tab from the property dashboard.



The screenshot shows the Heathrow Hills HOA Resident Portal. The top navigation bar includes 'Make a Payment' and 'Heathrow Hills HOA (44172)'. The main navigation menu on the left lists: Dashboard, Documents, Requests, Member Directory, Surveys, Votes, Calendar, and Help Articles. The main content area has tabs for 'Unit Details', 'Communications', 'Documents', and 'Requests'. The 'Communications' tab is selected and highlighted with a blue box. A blue callout box with an arrow pointing to the 'Communications' tab contains the text: 'Go to Communications' and 'Select the Communications tab to review community announcements and other account related messages.' Below the tabs, the account information for 'TEST ACC - 123 Hills Blvd' is displayed, including the address '123 Hills Blvd, Brentwood, Tennessee 37027'. To the right, there is a map of the area, an 'Outstanding balance' of '\$0.00', and a 'Pay now' button.

The Communications area serves as an archive for emails and other communications sent through the portal system. This can be a helpful place to review past community

announcements, account related notices, ARC or request updates, payment confirmations, and other messages connected to the property account.

Review Communication History
This page stores emails and other communications sent through the portal. You can review past messages here and confirm that communications are being delivered to your email address.

SENDER	RECIPIENT	SENT TO	TYPE	SUBJECT	CATEGORY	STATUS	DATE	
Heathrow Hills HOA	Homeowner	owner@example.com	Email	Spring Community Update	Community Update	Opened	04/15/2026	View
Heathrow Hills HOA	Homeowner	owner@example.com	Email	Annual Meeting Notice	Governance	Opened	04/10/2026	View
Heathrow Hills HOA	Homeowner	owner@example.com	Email	ARC Request Update	Requests	Clicked	04/08/2026	View

Items per page: 50 1 - 3 of 3

Please note that the Communications area may not include every Association communication. Some communications may still be sent by direct email, mail, phone, or other management communication methods.

Homeowners are encouraged to keep their contact information current so important Association communications can be delivered properly.

If you are unable to locate a communication or have a question about a notice, payment, ARC request, or other property related matter, please contact management for assistance.

Payments and Invoices

Invoices are issued through the Resident Portal system. Homeowners may also receive separate payment instructions by mail or email when applicable.

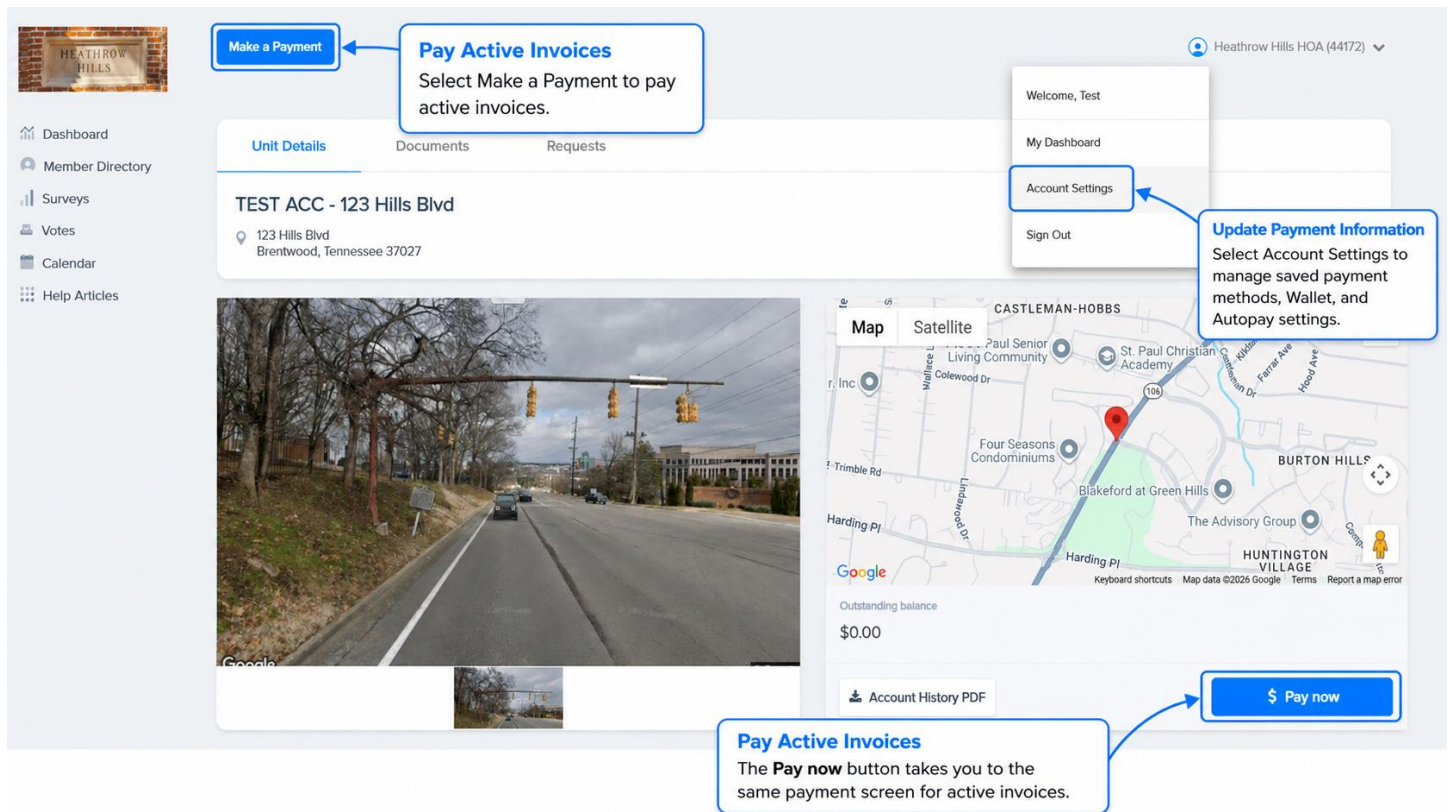
Separate payment instructions will explain available payment methods, billing remittance information, and any applicable processing fees for online payments.

Making a Payment Through the Portal

From the property dashboard, homeowners may select **Make a Payment** or **Pay now** to pay active invoices through the portal. Both buttons direct homeowners to the payment screen for

open balances.

To manage saved payment methods, Wallet information, or Autopay settings, select the profile icon in the upper right corner of the portal and choose **Account Settings**.



Sample screen shown for reference only.

Reviewing Open Invoices and Account Activity

The lower section of the property dashboard allows homeowners to review invoice and payment information.

The **Current Invoices** tab shows open invoices, current balances, due dates, and invoice details.

The **Account History** tab may be used to review posted charges, credits, and other account activity.

The **All Payments** tab may be used to review posted payments. Payments made by mailed check or bank bill pay will also be reflected in the portal once posted by management. When available, check numbers or payment details may be noted in the payment record.

Documents
Requests
Violations
Broadcast
Mail Room
Other Tools

HEATHROW HILLS

Outstanding balance
\$500.00

Account History PDF [+ Add Invoice](#)

1 Review Active Invoices
Open invoices are shown here, including current balances and due amounts.

3 Account History
Use this tab to review posted charges, credits, and other account activity.

4 Payment History
Posted payments can be reviewed here. Payments made by mailed check or bank bill pay will also appear once posted. Check numbers are typically noted in the payment record.

Current Invoices Recurring Templates Account History All Invoices All Payments

Search... Columns Actions

STATUS	CHARGE	AMOUNT	BALANCE	CREATED	ACTIVE ↓	DUE DATE
<input type="checkbox"/> Overdue	Heathrow Hills HOA Annual Dues (yearly) Heathrow Hills Homeowners Association Annual Assessment See separate payment instructions.	\$500.00	\$500.00	12/10/2025	12/10/2025	01/01/2026
		\$500.00	\$500.00			

2 Invoice Details
Review the invoice description, amount due, balance, and due date.

Items per page: 50 1 - 1 of 1

Sample screen shown for reference only.

Payment Questions

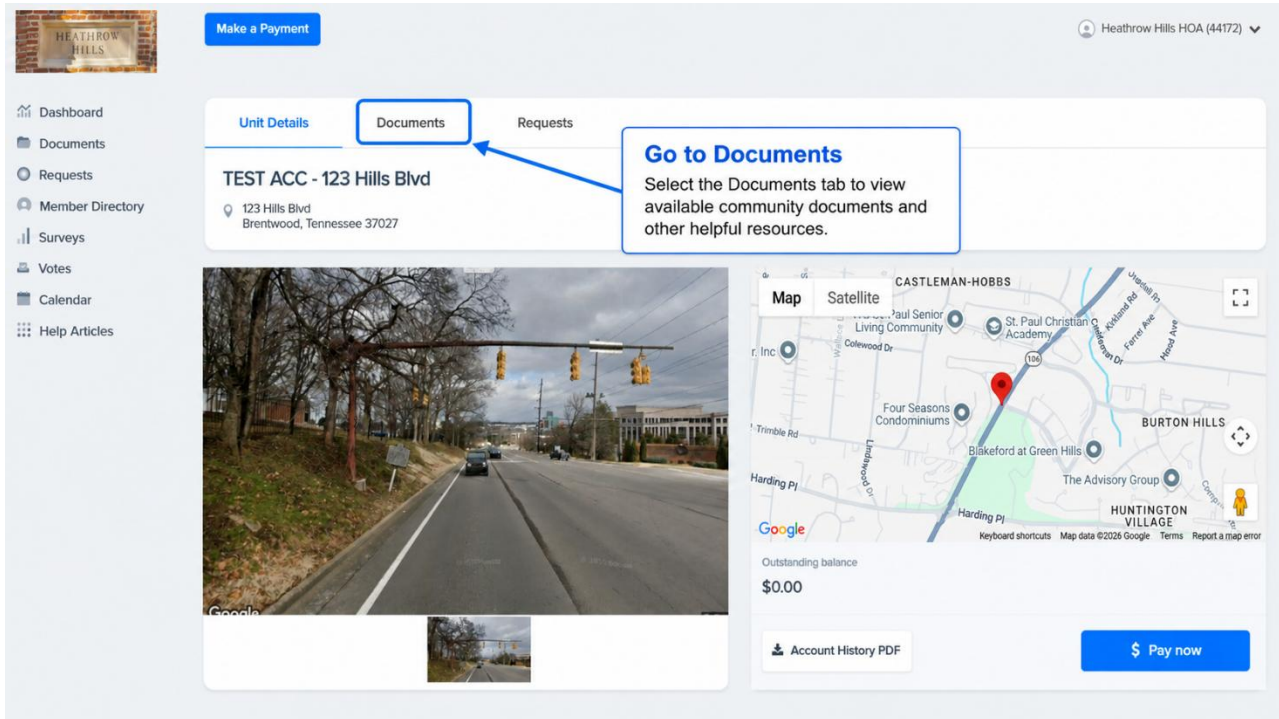
Homeowners who have questions about invoices, balances, mailed payments, online payments, payment posting, or payment instructions may contact management for assistance.

Helpful Documents and Community Resources

Helpful Documents and Community Resources

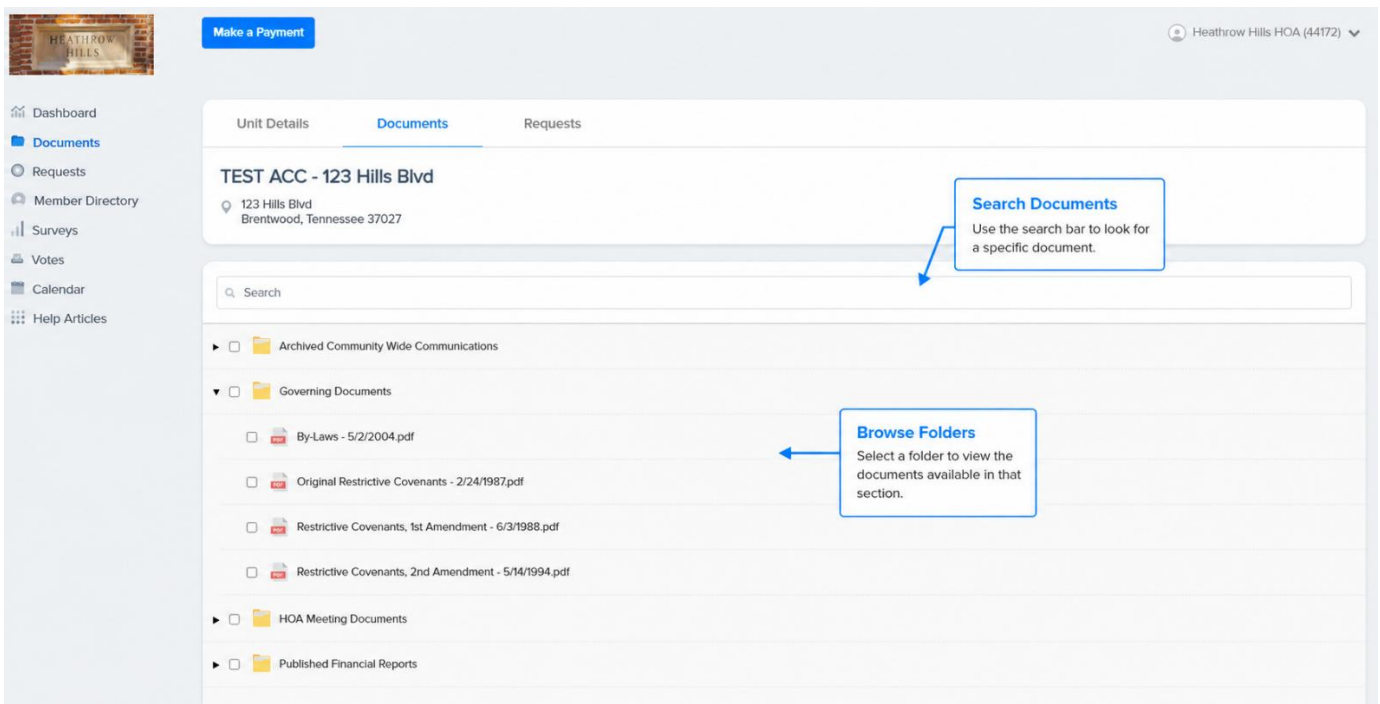
The Resident Portal may include access to certain homeowner resources and community documents.

To view available documents, select the **Documents** tab from the property dashboard.



Within the Documents area, homeowners may browse folders or use the search bar to look for specific documents.

Documents may include governing documents, archived communications, meeting documents, financial reports, and other helpful community resources when available.



If you are unable to locate a document, please check the Heathrow Hills website or contact management for assistance.

Requesting Help from Management

The Resident Portal is intended to provide a convenient self service option, but homeowners are not expected to navigate every item on their own. Management support remains available for questions, assistance, and general guidance.

Homeowners may contact management for help with portal access, contact information updates, ARC questions, invoice or account questions, locating documents, submitting requests, or general community questions.

When contacting management, please include your name, property address, and a brief description of the question or request. This helps management review the correct property account and respond more efficiently.

Management Contact Information

Briana Streff

Heathrow Hills HOA Management Agent

info@heathrowhills.org

(615) 609 2511

Homeowners may also use the contact form on the Heathrow Hills website.



Home About Resources **Contact** Resident Portal



Management Agent 615-609-2511
info@heathrowhills.org
Office Hours: M-F 9:00am - 5:00pm

CONTACT FORM

Property Address

Name

Telephone Number

Email Address

Company Name (if applicable)

Select Reason for Inquiry

Message

Attachments

Frequently Asked Questions

1. Do I have to use the Resident Portal?

The Resident Portal is provided as a helpful self service option for homeowners. It is intended to make certain tasks easier to access and more organized. Homeowners may still contact management directly for assistance.

2. What if I do not know how to log in?

Please contact management. Management can help confirm the email address associated with your property account and direct you to the correct access page.

3. Why does my screen look different from the screenshots in this guide?

The screenshots in this guide are shown from the desktop version of the Resident Portal. If you are using a phone or mobile browser, the layout may look slightly different. Most features are the same, but some menus, tabs, and buttons may appear in different locations. On mobile, some options may be found by selecting the menu icon with three horizontal lines.

4. Can more than one homeowner have portal access?

Yes. Resident Portal accounts are connected to individual email addresses. If more than one owner or household member would like portal access, each person should register using their own email address. If another owner or household member should receive HOA communications, please contact management so the appropriate contact information can be reviewed or added to the property account.

5. Can one homeowner update another homeowner's contact information?

Each homeowner's portal profile is connected to their own account and email address. One homeowner may not be able to update another homeowner's personal portal information. If another owner's information needs to be added, corrected, or updated on the property account, please contact management for assistance.

6. Is the Member Directory required?

No. The Member Directory is optional. Each homeowner is responsible for choosing whether to be listed and which information to share. Management cannot opt a homeowner into the Member Directory or choose sharing preferences on a homeowner's behalf.

7. Can I submit an ARC request without using the portal?

The portal is intended to help organize ARC submissions and supporting documents. If you need assistance submitting an ARC request, please contact management. Management can help explain what information is needed and how to submit it.

8. Does submitting an ARC request through the portal mean I am approved to begin work?

No. Submitting an ARC request does not authorize work to begin. Written approval is required before any work may start.

9. What if my contact information is wrong?

Please update your contact information through the portal if that option is available. If you are unable to update it directly, please contact management for assistance.

10. Will I still receive emails if I do not log in regularly?

Association communications will still be sent to the email address on file for your property when email delivery is available. Keeping your contact information current is the best way to help ensure you receive important communications.

11. Can I pay HOA dues through the portal?

The portal may allow homeowners to view invoices, balances, payment activity, receipts, and secure online payment options. Information about payment options and instructions will be provided in a separate communication. Those instructions will include available payment methods, remittance information, and any applicable online payment processing fees.

12. Can I still pay by mailed check or bank bill pay?

Yes. Homeowners are not required to pay online through the portal. Payment instructions will include available payment methods, including mailed check or bank bill pay options when applicable.

13. Who do I contact if I have questions?

Please contact management using the contact information listed in this guide or on the Heathrow Hills website.