Using Your New Owners Portal

https://portal.premierpropertyandpool.com

The login screen will look like this:

If you have any problems logging on, our knowledgeable staff at Premier Property Management can certainly help reset your password and get you logged in.

Call us for assistance:
(302) 644-2752 - Lewes Office
(302) 449-2230 - Middletown Office
When you log in, this will be what your owners dashboard looks like. The Owners Dashboard will show upcoming assessments, scheduled recurring payments, and any open issues, work orders, applications, or communications between the homeowner and PPM. The gray column to the left of the screen shows the various sections of your homeowners portal that can be accessed.
Clicking on “My Account” in that gray column to the left will bring you to the account details of your home. It will list the homeowners assessments and fees/fines that have been applied to your account along with the payments you make. If you utilize checks for payment, this page will list the checks with their check number and the date it was applied to your account. This makes tracking your payments a lot easier!
Clicking on the **Make a Payment** option in the gray bar will take you to the payment options screen. You can set up auto-payment; make a one time payment using your checking account information; set up recurring payments customized to your payment schedule; or pay with a credit card.

**If you have any questions regarding your payments or making payments, please call our office for assistance.**
Selecting “My Items” on the gray column to left allows you to track emails/messages that have been sent out by PPM via Vantaca and requests that you have sent in to us.

For example, when we send out community-wide notices about homeowners meetings, “My Items” will show the details of the announcement as well as have any attachments like the agenda, nomination forms if valid, previous minutes, etc.

To see details of each item, click on the small black triangle to the left of each action item (outlined here in blue) to drop down the item. Any attachments with an action item will have a bright green paperclip (outlined in green) in the drop down to the right. Clicking on the paperclip will open a new window to show the attached item.
You can update your contact information as it changes and communication preferences by selecting “My Contact Info” in the gray column to the left. Please check to make sure all of your contact information is correct to ensure you receive all communications sent out by PPM and your community. This screen allows you to change your communication preferences, your e-mail address and phone number, your mailing address and gives you the option to keep your contact information hidden in the community directory.
The “My Login” option in the gray bar allows you to change your login information to the owners portal. To change your password, you would type your preferred password in the “password” box and click ‘Update Login.’ Once the screen refreshes, it will show a blank password box. Trust that your password has been updated after you click ‘Update Login’ and the page has refreshed.
For communities using PPM for their ARC Applications:
Architectural Applications are separated from general requests. There is an ‘ARC Request’ option in the gray column to the left, if you choose to submit it online. All ARC Requests must be paid in full before being sent for review.

For all other requests, there is a ‘Submit a Request’ option, in the gray column to the left, with the drop downs shown. You would choose the item that most closely relates to the request you are putting in and it will be sent to the most appropriate person to handle that request. If you would like to attach any files with your request, you have that option as well.
The ‘Calendar & Events’ option will have important information like scheduled contractor visits, meetings and other Association business.

The ‘Directory’ option will show you your board members, different committee members and fellow neighbors. Just click on whichever heading you would like to drop down.

The ‘Documents’ option will bring you to your community documents. Clicking on the small black triangle (outlined in green) to the left of the folder will show the drop down of documents saved in that folder. This includes governing documents, community budgets, meeting information, etc.