HOA Welcome Letter Template

A free template from Havn (havnhq.com/templates). Replace every bracketed item, delete what does not apply, and check your state's rules and your governing documents before sending.

Welcome to [Community name]

[Date]

Dear [Owner name],

Welcome to [Community name]. The association is run by a board of [number] owners elected by the members, [and managed by [Management company name]]. We are glad you are here, and this letter covers what you need in your first month.

Your assessments

Assessments are $[amount] per [month / quarter / year], due on the [day]. They pay for [landscaping, insurance, the pool, reserves for the roofs]. You can pay by card or bank account on the owner portal, turn on autopay there, or mail a check to [address]. Your account number is [number].

Your owner portal

Sign in at [portal link] with the email the association has on file, [email]. You will see your balance and statements, the community's documents, any notice about your home, the calendar, and a place to send a request to the office.

A few rules worth knowing now

- Trash and recycling go out [day] and bins are stored out of view the rest of the week
- Parking: [rule]
- Pets: [rule]
- Any change to the outside of your home, including paint, fences, and solar, needs approval from the architectural committee before work starts
- Rentals: [rule, if any]

Meetings and documents

The board meets [schedule] at [place], and owners are welcome. The annual meeting is in [month]. The declaration, bylaws, rules, budget, and minutes are on the portal under Documents.

How to reach us

Text [number], email [address], or call [number] during [hours]. For anything about your home, send a request from the portal and you will get a reply there.

[Name], [President / Community Manager]

This template is a starting point. Notice periods, fee limits, and voting rules vary by state and by governing documents, so check both, or ask your attorney, before sending. State summaries: havnhq.com/hoa-laws.