EMAIL

From FCS Community Management (manager@hoaliving.com)

To East Mountain homeowners

Date Tue, Mar 10, 2026, 5:24 PM MT

Subject Enhanced HOALiving Communication Tools

Dear Homeowner,

At HOALiving, we're committed to staying ahead of technology in ways that truly benefit our homeowners by reducing wait times, improving access to information and allowing us to focus on more complex or personal needs. Innovation matters to us, but it will never replace the importance of real people, real conversations and real care.

Improving customer experience has always been an active focus for our team. We recognize some homeowners have experienced challenges when contacting our office, including longer hold times, difficulty leaving voicemail or extended callback times. We have been working to address these concerns and are pleased to share we have expanded our customer service team with newly trained agents. We are also implementing a new phone system that will provide enhanced features along with improved reporting and forecasting capabilities. These features, paired with our announcements below, will help us better manage call demand and ensure we deliver the responsive, award-winning customer service our homeowners expect.

Additionally, we are excited to announce the implementation of two new tools to enhance the homeowner call experience:

- First, if all agents are busy with other calls, we have added the auto CALL-BACK feature. Selecting this option will hold your place in line and automatically call you back as if you were waiting on hold.
- Second, we'd like to introduce you to AIVA, our AI-powered assistant. AIVA is designed to quickly provide answers to most homeowner questions and has access to account information, historical conversations, and association documents.

Here's how AIVA can support you:

- Quickly answer questions by scanning your community's governing documents
- Provide guidance on service requests and common processes
- Help with account-related questions
- Share information on compliance standards and community rules

You may hear AIVA when you call our office. If preferred, you will always have the option to hold for a live agent during customer service hours. **AI is here, and so are we.**

We plan to go live with AIVA providing call support **during high call volume periods** beginning Monday, March 16th.

If you have the opportunity, we encourage you to give AIVA a try, she is ready to help. Think of her as an extra set of hands, working alongside our team to support you and your community. AIVA operates within our secure systems and follows the same privacy standards as our live team members.

Thank you for being part of the HOALiving community. We look forward to continuing to serve you thoughtfully, personally and with the right balance of technology and human touch.

Sincerely,

FCS Community Management
www.hoaliving.com

Saved from David McLaughlin’s email on November 4, 2026 for the East Mountain HOA site. Owner names in greetings, account numbers and private email addresses are removed.