

HOMEOWNER PORTAL FAQs



Frequently Asked Questions: Homeowner Portal

Q: What is the StreetSide Homeowner Portal?

A: The online Homeowner Portal is a virtual hub designed exclusively for StreetSide condominium owners. This one-stop destination houses essential information related to your condominium and for submitting service requests.

Q: What information is available on the Homeowner Portal?

A: The portal houses a variety of important information, including emergency contact numbers, standard homeowner documents, copy of your owner guide, helpful links and a convenient new spot to submit service requests. Please note, the portal contains standard condo documentation only. For individuals who have undergone custom or upgraded options in their condo and require specific documents, we kindly ask you to contact us at streetsideinfo@qualico.com.

Q: How has the service request submission process changed?

A: All service requests must now be submitted through your homeowner portal. The portal allows you to easily submit your requests, track progress, and receive updates. All requests submitted are conveniently logged in one spot, providing easy access for future reference-this includes all previously submitted tickets (that were submitted under the designated buyers email).

Q: How do I register for the Homeowner Portal?

A: A registration email will be sent to the designated buyers email address as indicated on your offer to purchase, this will be the sole email for portal access. To complete registration, carefully follow the prompted steps outlined in the registration email.

Q: Why is there only one login email allowed per address?

A: We recognize that there may be more than one person on title, however, for security and account management purposes, only one login email per address is permitted. This ensures that each resident has exclusive access to their individual account and related information.

Q: Can I update my contact information through the portal?

A: No, all updates need to be handled by our dedicated support team. For any updates or modifications to your contact details in your portal, please contact us at streetsideinfo@qualico.com. This also applies if you are selling your unit and are still within your one year warranty period.

Q: How do I access my Homeowner Portal once registered?

A: Homeowner Portal access can be found directly on the StreetSide Website. To access the portal, use your unique login credentials provided during the registration process.

Q: Can I reset my password if needed?

A: Yes! If you forget your password, use the "Forgot Password" option on the login page. Follow the prompts to reset your password securely.

Q: Is the Homeowner Portal accessible on mobile devices?

A: Yes! The portal is designed to be accessible on various devices, including smartphones and tablets. Simply use your web browser to log in and access the information you need, anytime and anywhere.

Q: What if I rent out my unit?

A: Renters can not submit service requests, as the owner, you are responsible for submitting service requests.

Q: What do I do if I encounter technical issues with my Homeowner Portal?

A: If you experience technical difficulties, reach out to our dedicated support team at streetsideinfo@qualico.com. We are here to assist you and ensure a smooth experience with the Homeowner Portal.