



Welcome to Fox Valley

Your guide to the neighborhood and the resident portal



Scan for step-by-step help online, or visit
foxvalleyhoa.org/help

Fox Valley Homeowners Association, Inc. · September 2026

Welcome, neighbor!

Fox Valley is a community of 305 homes in Crestview, Florida. Every homeowner is a member of the Fox Valley Homeowners Association, which is run by a volunteer Board of Directors and committees of neighbors.

The Association looks after the entrance and common areas, reviews changes to the outside of homes, upholds the community's covenants, sets the dues and keeps neighbors informed.

Almost everything you need is in the resident portal: news, the calendar, documents, dues, guest parking passes, requests and more. This packet shows you how to join it and use it, what to do in common situations, and the phone numbers worth keeping.

Questions? Contact the Board through the website at foxvalleyhoa.org/contact, or email info@foxvalleyhoa.org.

The resident portal is in English. These guides are also in Spanish on the website.

In this packet

Join the resident portal: What the resident portal is, and who can join · Create your account with your registration code · Accept an invitation to the portal · Lost your letter, or your code doesn't work

Using the portal: Find your way around the portal · Get alerts on your phone and choose your emails · Add household members or renters to the portal · See your dues and pay online · Get a guest parking pass and register your cars · Ask for approval before changing your home's exterior · Report a concern

Good to know: Hosting a party or overnight guests · A problem with a neighbor · Prepare for a storm and check in

Important phone numbers

Join the resident portal

What the resident portal is, and who can join

A private website for Fox Valley homeowners, renters and their households.

- 1** The resident portal is the Association's private website. After signing in you can read announcements and newsletters, see the calendar and documents, report a concern, request guest parking, reserve the Park Area, and more.
- 2 Homeowners** create an account with the registration code the Board mails to each home (see [Create your account with your registration code](#)). Owners can also see their dues, vote, and submit architectural requests.
- 3 Renters and household members** (a spouse, adult child or relative) join by invitation from the homeowner (see [Accept an invitation to the portal](#)).
- 4** Everything in the portal is private to Fox Valley residents. Your contact details are only shown to neighbors if you choose to be in the resident directory.

Good to know

- The portal is in English. These help guides are also in Spanish: use **Español** at the top of the page.

Create your account with your registration code

For homeowners: use the code from the letter the Board mailed you.

Before you start

- The registration letter the Board mailed to the owner of your home. The code looks like FV-XXXX-XXXX.
- An email address you check.

1

Find your registration letter. Your code **1** is printed in the box on the letter; it only works for your home.



A sample registration letter (the code on yours is different).

- 2** Go to Create your account. Start typing your street address **1** and choose your home from the list, then type the **Registration code** **2** exactly as printed.

Homeowner registration

Use the registration code the Board mailed to your home.

1 Your Fox Valley street address
e.g. 128 Fox Valley Dr
Start typing and choose your home from the suggestions. Only Fox Valley addresses are accepted.

2 Registration code
FV-XXXX-XXXX
Printed on the letter from the Board. Don't have one? Contact the Board and we'll mail a new code.

Full name Phone (optional)

Email

Password Confirm password
At least 10 characters.

☐ **We just moved in. We'd love a welcome!**
A neighbor from the Welcome Committee will drop off a welcome packet. We'll share your name, address, email and phone with them for this visit only.

☐ **Send official notices by email (optional).**
I consent to receive official notices from the Fox Valley Homeowners Association, including notices of meetings, by email at the address on my portal account instead of by mail. I can withdraw this consent at any time in my profile.

3

Already registered? [Sign in](#)

Need help? [Contact the Board](#) [Accessibility](#) [Privacy](#) [Terms](#)
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Community. Connection. A Place to Call Home.
Fox Valley - Crestview, Florida

Homeowner registration.

- 3** Fill in your **Full name**, **Phone** and **Email**, and choose a **Password** of at least 10 characters. Tick **Send official notices by email** if you'd like meeting notices by email instead of paper.
- 4** Choose **Create my account** **3**. We email you a link to confirm your address; open it and you're in.
- 5** Next, invite the rest of your household from **My Household** in the portal, so everyone has their own login.

Good to know

- Two owners (for example spouses) can both register with the same code.
- Code not accepted? Capital letters and dashes don't matter, and codes never contain the letters O, I or L or the numbers 0 or 1. Check that you chose your own address. Still stuck? See [Lost your letter or your code doesn't work](#).

Accept an invitation to the portal

For renters and household members invited by a homeowner.

- 1 Ask the homeowner to invite you from **My Household** in their portal. If you rent, ask your landlord.
- 2 You'll get an email from the Fox Valley HOA with a link. Open it within 14 days.
- 3 Check your **Full name**, add your **Phone**, and choose a **Password** of at least 10 characters. Choose **Create my account**.

Accepting an invitation.

- 4 You're signed in and linked to the home. Next time, sign in with your email and password.

Good to know

- The link expired? Ask the homeowner to send a new invitation.
- A renter's access ends when the lease ends, unless the homeowner extends it.

Lost your letter, or your code doesn't work

How to get a new registration letter from the Board.

- 1 Letters go to the owner of record at the mailing address on the county tax records. If you bought your home recently or live somewhere else, yours may have gone to another address.
- 2 Go to Contact the Board. Choose the **Topic** 1 **Portal account help**, give your name, email and your Fox Valley address, and say what happened. Choose **Send message**.

The screenshot shows a web form titled 'Contact the Board'. It contains several input fields: 'Your name', 'Email', 'Phone (optional)', and 'Your Fox Valley address (optional)'. The address field has a placeholder 'e.g. 128 Fox Valley Dr' and a note: 'Must be a Fox Valley address. Leave blank if you don't live in the neighborhood.' Below these is a 'Topic' dropdown menu, which is highlighted with a red rectangular box and a red circle containing the number '1'. The dropdown menu is currently set to 'General question'. Below the dropdown is a large text area labeled 'Message'. At the bottom of the form is a green button with a right-pointing arrow and the text 'Send message'.

Asking the Board for help with your account.

- 3 The Board checks that you're the owner and mails a new letter (or gives you the code another way). A new code replaces the old one.

Good to know

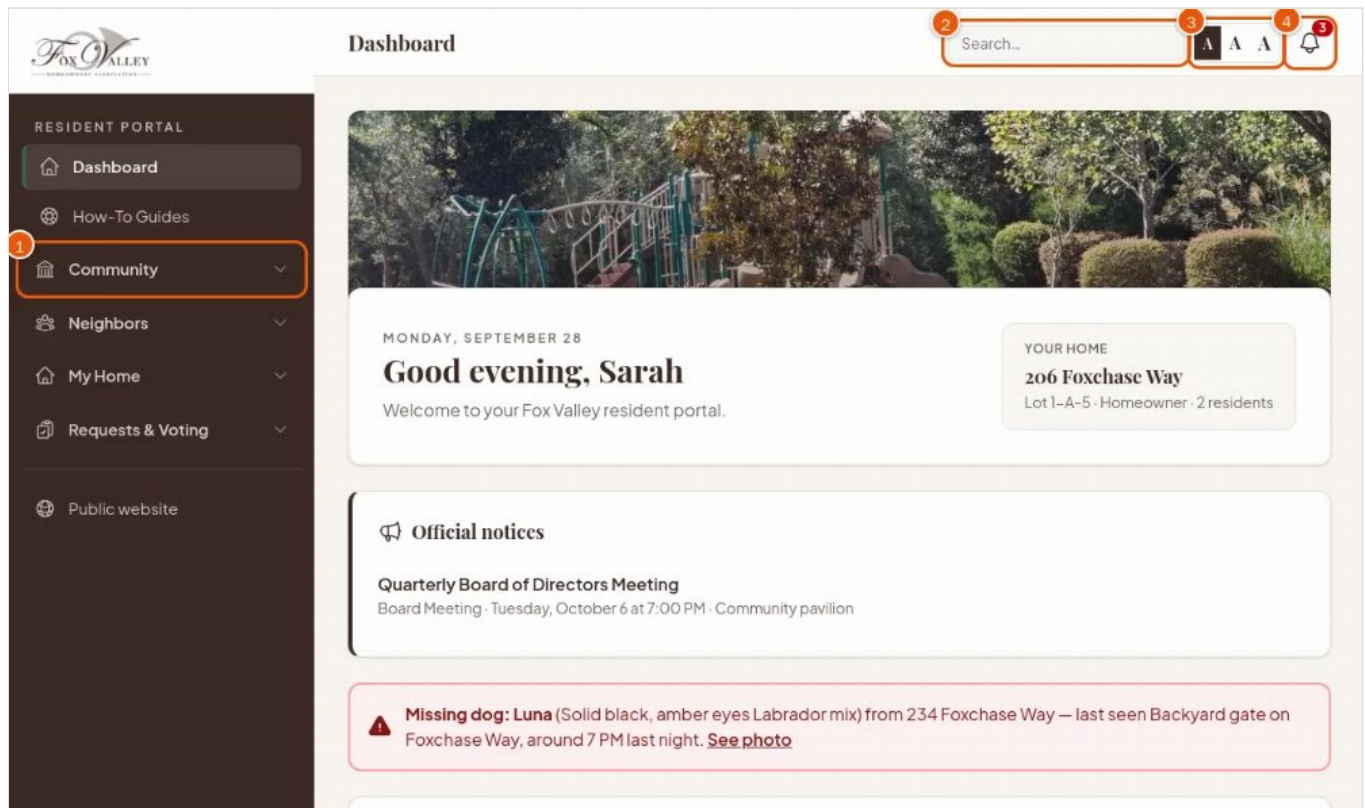
- Renters don't need a code: the homeowner invites you instead.

Using the portal

Find your way around the portal

The dashboard, the menu, search, notifications and text size.

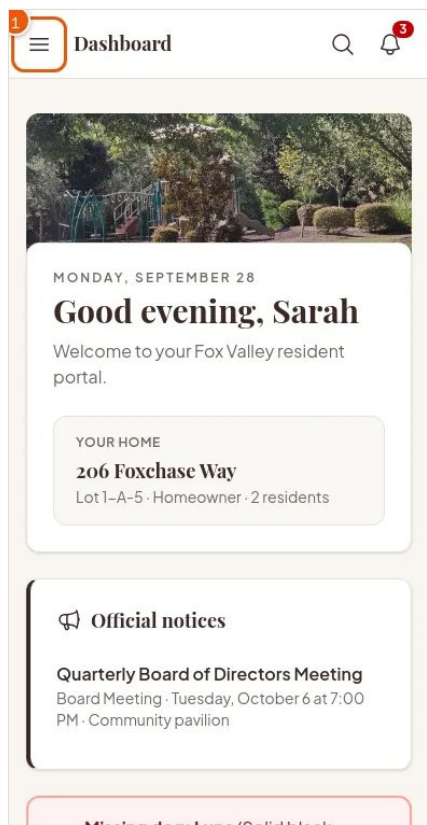
- 1 After you sign in you land on your **Dashboard**. It shows official notices and alerts first, then your checklist, dues, the weather, the latest newsletter, announcements and what's coming up.



The Dashboard. 1 the menu, 2 search, 3 text size, 4 notifications.

- 2 The menu on the left 1 is grouped: **Community** (news, calendar, documents), **Neighbors** (community board, reservations, vendors, photos, volunteering), **My Home** (dues, household, parking, profile) and **Requests & Voting**. Select a heading to open it.
- 3 **Search** 2 finds announcements, events, documents and more.
- 4 The three **A** buttons 3 make the text bigger or smaller on every page. Your choice is remembered on that device.

- 5 The bell 4 shows notifications: replies to your requests, decisions, new newsletters. A red number means unread ones.
- 6 On a phone, open the menu with the ☰ button in the top-left corner.



The portal on a phone.

Good to know

- Add the portal to your phone's home screen for one-tap access: in Safari, Share → **Add to Home Screen**; in Chrome, ⋮ → **Add to Home screen**.

Get alerts on your phone and choose your emails

Emergency alerts on your phone, and which emails you get.

- 1 Open Profile & Security and find **Phone & computer notifications**. On the phone or computer you want alerts on, choose **Turn on notifications for this device** and allow them when your browser asks.

Phone & computer notifications

Get emergency alerts and the updates you choose as notifications on your phone, tablet or computer. Free, and no phone number needed. Turn them on separately on each device you use.

This browser can't show notifications. Chrome, Edge, Firefox and Safari can.

What to send to my devices

☒ **Emergency alerts** (always on)

Hurricanes, storms and other urgent warnings from the Board.

☒ **Updates on my requests**

Replies and decisions on your requests, concerns and notices.

☒ **Missing & found pet alerts**

When a neighbor reports a missing or found animal.

☒ **Announcements & Board messages**

News and messages from the Board.

☒ **Event reminders**

The day before events you RSVP'd to or volunteered for.

☐ **Community board replies**

When someone replies to your community board post.

Save notification choices

Phone & computer notifications.

- 2 Choose **Send a test** to make sure it works.
- 3 Under **What to send to my devices**, choose the kinds of alerts you want and **Save notification choices**. Emergency alerts (hurricanes, boil-water notices) are always on.
- 4 Scroll up to **Email preferences** to choose optional emails: announcements, the newsletter, event reminders, pet alerts and community board replies. Choose **Save email preferences**.

Good to know

- On an iPhone, notifications only work after you add the portal to your Home Screen (Share → **Add to Home Screen**) and open it from there.
- Emails about your own requests and official notices are always sent.
- Every optional email has an unsubscribe link at the bottom.

Add household members or renters to the portal

Give a spouse, adult child or tenant their own portal login.

- 1 Open **My Household** under **My Home**, or go there now. It lists everyone with a login for your home.

OT 1-A-S

206 Foxchase Way

M Mike Johnson
owner2@example.com Homeowner

S Sarah Johnson (you)
owner@example.com Homeowner
Family: Ava Johnson (child), Noah Johnson (child)
Manage family members

Renting out your home? Where should we mail you?
Official letters from the HOA, such as meeting notices, violation letters and registration codes, go by mail to the owner. If you don't live here, or you'd like mail somewhere else, give us your mailing address. Only the Board sees it; your tenants don't.

☐ I rent this home out
It isn't my residence. You can invite your tenants to the portal below.

My mailing address (if different from this home)

123 Main St
City, ST 12345

Up to 4 lines, as it would appear on an envelope. Leave blank to use the address on the county tax roll.

Save

2 invite someone to the portal
They'll get an email link to create their own login for 206 Foxchase Way. Renters and household members see announcements, documents, the calendar, concerns and guest parking. They can't vote or submit architectural requests.

They are

Pending invitations
No pending invitations.

My Household: 1 who has access, 2 inviting someone.

- 2 Under **Invite someone to the portal** 2, type **Their name** and **Their email**, and choose what they are: **A member of my household** (spouse, adult child, relative) or **My renter / tenant** (owners only). For a renter, add when the **Lease ends**. Choose **Send invitation**.
- 3 They get an email with a link to create their own login. Until they do, the invitation shows under **Pending invitations**, where you can **Cancel** it.
- 4 When someone moves out, choose **Remove access** next to their name 1.
- 5 Choose **Add family members** to list children or others without their own login, so the directory and emergency contacts are complete.

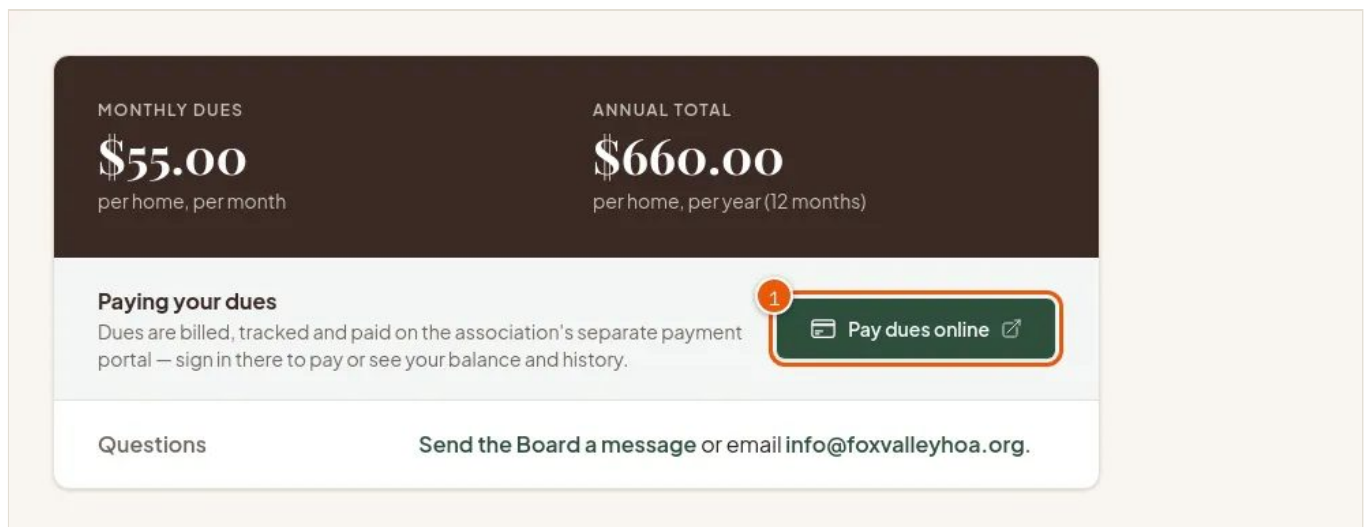
Good to know

- Renters and household members can see announcements, documents and the calendar, report concerns and request guest parking. Only owners can vote or submit architectural requests.
- A renter's access ends automatically after the lease end date unless you extend it.

See your dues and pay online

How much the dues are, when they're due, and the link to pay.

- 1 Open **HOA Dues** under **My Home**, or go there now. It shows the monthly and yearly amounts, when they're due, and any late fees.



HOA Dues.

- 2 Choose **Pay dues online** ¹. The Association's payment website opens in a new tab; pay there and keep the receipt it gives you.
- 3 Questions about your balance? Contact the Board from the dues page or with Contact the Board.

Get a guest parking pass and register your cars

Request a pass for a visitor and keep your household's vehicles on file.

- 1

Open **Guest Parking** under **My Home**, or go there now.

Guest parking: **1** request a pass, **2** your vehicles.

- 2** Under **Request a guest pass** **1**, fill in the **Guest name**, their **License plate** and **State**, the **Vehicle**, the dates (**From / Through**) and **Where will they park?**. Choose **Request pass**.
- 3** The Board approves it (you're emailed). Then choose **Show / print** and put the pass on the guest's dashboard, or **Copy link for guest** to text it to them. It has a QR code the Board can check.
- 4** Under **My household's vehicles** **2**, add your own cars (**Add vehicle**) so they're not mistaken for visitors.

Good to know

- Cancel a pass you no longer need with **Cancel** or **Revoke**.

Ask for approval before changing your home's exterior

Fences, paint colors, roofs, sheds, pools and landscaping need approval first.

Before you start

- A description of the project, with sizes and materials.
- Plans, a sketch of where it goes on the lot, color samples or photos.
- Your contractor's name and license number, if you have one.

1 Open **Architectural Requests** under **Requests & Voting** and choose **New request**, or start one now.

2 **1. The project** **1**: choose the **Type of project**, write a **Short summary** and **Describe the project**.

The screenshot shows a web form titled 'The project' with a progress indicator '1'. The form is divided into several sections:

- Type of project**: A grid of radio button options including Fence or wall, Landscaping or hardscape, Room addition or porch, Solar panels, Exterior paint, Pool or screen enclosure, Windows, doors or shutters, Other exterior change, Roof, Shed, pergola or outbuilding, and Driveway or walkway.
- Short title**: A text input field with the example 'e.g. Replace backyard fence with 6 ft cedar'.
- Describe the project**: A large text area with the prompt 'What will change, where on the property, and why.'
- Before you submit**: Two checkboxes: 'I've let my adjacent neighbors know about this project (recommended)' and 'I understand work may not begin until this request is approved in writing, and approval does not replace any required city or county permits.' Below them is a 'Submit request' button.
- What happens next**: A list of three steps: 1. The Architectural Committee is notified. 2. Members review and may ask you questions here. 3. You'll get an email with the decision within 30 days. Below this is a link to 'Check the rules & guidelines for requirements that apply to your project.'

Below the 'The project' section is another section titled 'Details' with a progress indicator '2'. It contains several optional fields:

- Materials & colors (optional)**: A text input field with the example 'e.g. Sherwin-Williams SW 7036 Accessible Beige; board-on-board cedar'.
- Size / dimensions (optional)**: A text input field with the example 'e.g. 120 ft long, 6 ft tall'.
- Contractor (optional)**: A text input field.
- Contractor license # (optional)**: A text input field.
- Planned start (optional)**: A date input field with the format 'mm/dd/yyyy' and a calendar icon.
- Planned completion (optional)**: A date input field with the format 'mm/dd/yyyy' and a calendar icon.

A new architectural request.

3 **2. Details** **2**: the **Location** on your lot, **Size / dimensions**, **Materials & colors**, the **Contractor** and license, and your planned start and completion dates.

4 **3. Plans & photos** **3**: upload plans, a site sketch, color samples or photos. The more the committee can see, the faster the answer.

5 Tick that you've told your neighbors (recommended) and choose **Submit request**.

- 6 You're emailed when the committee asks a question or decides. Open the request under **Architectural Requests** to reply or see the decision and any conditions.

Good to know

- Don't start work until it's approved. Check the rules & guidelines linked on the form first.
- You can **Withdraw request** before a decision if your plans change.

Report a concern

A broken streetlight, a landscaping problem, or a covenant issue: confidentially.

- 1 Open **Report a Concern** under **Requests & Voting** and choose **Report a concern**, or start one now.

1 Streetlight out, pothole, or a problem with water, power or gas? Those are fixed by FPL, the City of Crestview or the utility company, so reporting to them directly is fastest. [See where to report](#). Use this form for the entrance, Park Area, ponds, common landscaping and neighbor concerns.

2 For emergencies, fires, or crimes in progress, call 911 — don't use this form.

1 What is this about?

☒ A common area or the neighborhood
Entrance, Park Area, ponds, landscaping, safety...

☐ A specific home
Upkeep, parking, trash cans, or other covenant issues.

2 Category
Common area maintenance

Location (optional)
e.g. Streetlight near the entrance

Short summary

Details

What you've noticed, and since when.

Photos (optional)
Choose Files No file chosen

Send to the Board

Reporting a concern.

- 2 Under **What is this about?** 1 choose **A common area or the neighborhood** (the entrance, Park Area, ponds, landscaping, safety) or **A specific home** (upkeep, parking, trash cans), and pick the home if so.

- 3 Choose a **Category** 2, a **Short title**, the **Details** 3 and photos if you have them. Choose **Send to the Board**.
- 4 You're emailed as it's handled, and can follow it under **Report a Concern**.

Good to know

- The homeowner is never told who reported a concern.
- Power outages, water main breaks and similar go to the utility; the form's **See where to report** link lists who to call. Emergencies: call 911.

Good to know

Hosting a party or overnight guests

Reserve the Park Area, get parking passes, and keep the neighbors happy.

- 1 For a gathering at the Park Area, request it first (see Reserve the Park Area); popular dates go early.
- 2 For guests who'll park overnight or for several days, request a **guest pass** for each car with their plate and dates ¹ (see Get a guest parking pass).

Parking rules
Guest vehicles must display a valid Fox Valley guest pass. Please park in the host's driveway when possible and do not block mailboxes, fire hydrants or sidewalks.
Guest passes are approved by the Architectural Committee; request them a few days ahead when you can. Limits: up to 3 active or requested passes per home, 14 days per pass.

1

Request a guest pass

You'll be notified when it's approved. Then you can print it or text the link to your guest.

Guest name

Vehicle (optional)

License plate

State

FL

Where will they park?

Host's driveway

From

09/28/2026

Through

09/29/2026

Request pass

Requested, active & upcoming passes

Grandma Jo JOE4821 (FL)
Sep 27 - Sep 30, 2026 · Host's driveway

Active Show / print Revoke

Alex (college) 6TR902 (FL)
Sep 29 - Oct 3, 2026 · Host's driveway

Pending approval Details Cancel

2

My household's vehicles

Registering your own vehicles helps the Board recognize them.

White Toyota Highlander SJH221 (FL) Remove

Make Model Color

PLATE FL

Add vehicle

Guest parking.

- 3 Once approved, text the pass to your guest with **Copy link for guest**, or print it for their dashboard.
- 4 Big party at home? A heads-up to the neighbors on either side goes a long way, and keep driveways and mailboxes clear.

A problem with a neighbor

Noise, parking, trash cans, pets or upkeep: who to talk to.

- 1 If you feel safe doing so, a friendly word often solves it fastest.
- 2 Emergencies, threats, crimes and loud noise late at night are for the police: 911 for emergencies, or the non-emergency number in Utilities & Services.
- 3 Upkeep, parking, trash cans, animals and other community-rule issues: report a concern about **A specific home** 1 with details and photos. The neighbor is never told who reported it.

1 **Streetlight out, pothole, or a problem with water, power or gas?** Those are fixed by FPL, the City of Crestview or the utility company, so reporting to them directly is fastest. See where to report. Use this form for the entrance, Park Area, ponds, common landscaping and neighbor concerns.

2 **What is this about?**

☒ **A common area or the neighborhood**
Entrance, Park Area, ponds, landscaping, safety...

☐ **A specific home**
Upkeep, parking, trash cans, or other covenant issues.

3 **Category**
Common area maintenance

Location (optional)
e.g. Streetlight near the entrance

Short summary

Details
What you've noticed, and since when.

Photos (optional)
Choose Files No file chosen

Send to the Board

For emergencies, fires, or crimes in progress, call 911 — don't use this form.

Reporting a concern about a home.

- 4 The Board reviews it and, if a rule is being broken, sends the owner a courtesy notice first. You'll hear when it's resolved; details of any enforcement stay private.

Good to know

- Disputes the community rules don't cover (for example about a shared fence line) are between neighbors; the Board can't decide them.

Prepare for a storm and check in

The storm guide, and letting the Board know you're OK or need help.

- 1 Open **Storm Guide** under **My Home**, or go there now. **Before the storm** and **After the storm** list what to do, and **Quick actions** ¹ link to reporting damage and turning on phone alerts.

The screenshot shows a web interface for a storm guide. At the top, there's a 'Quick actions' section with a red border and a red '1' in a circle. It contains three buttons: 'Report storm damage to a common area' (dark green), 'Turn on phone notifications' (light blue), and 'Where to report other damage' (light blue). Below these is a red button that says 'Emergency: call 911'. A small text note below the buttons says: 'When the Board turns on storm mode, a check-in appears at the top of this page so your household can tell the Board and neighbors you're OK, have evacuated, or need help.'

Below the 'Quick actions' section are two columns. The left column is titled 'Before the storm' with a clipboard icon. It contains several paragraphs of text: 'Know your evacuation zone and route (Know Your Zone link below), and follow Okaloosa County's orders.', 'Bring in or tie down patio furniture, grills, trash cans and decorations; loose items become projectiles.', 'Gather water (a gallon per person per day), food, medications, flashlights, batteries and a first-aid kit for at least 7 days.', 'Charge phones and power banks; fill vehicles with gas; get some cash.', 'Photograph your home and belongings for insurance, and keep documents in a waterproof bag.', 'Turn on phone notifications so the Board's emergency alerts reach you right away, even if you're not checking email.', and 'Keep your phone number and email current in your profile.' The right column is titled 'After the storm' with a house icon. It contains several paragraphs: 'Stay away from downed power lines and report them to FPL at 800-468-8243 (call 911 if sparking or blocking the road).', 'Never run a generator indoors or in a garage.', 'When storm mode is on, check in at the top of this page, and look in on elderly or disabled neighbors.', 'Report damaged streets, signs or blocked storm drains to City of Crestview Public Services; see where to report.', 'Report damage to the Fox Valley entrance, Park Area, ponds or common landscaping to the HOA with **Report storm damage to a common area** under Quick actions.', and 'Follow the City's instructions for storm debris pickup; keep debris out of the street and storm drains.'

At the bottom of the screenshot is a section titled 'Official information' with four placeholder boxes.

The storm guide.

- 2 Turn on phone notifications now, so emergency alerts reach you (see [Get alerts on your phone](#)).
- 3 When the Board turns on storm mode, a banner appears and **Check in** is at the top of this page: choose **We're OK**, **We need help** or **We evacuated**, add a note, and choose **Check in**. Update it anytime.
- 4 After the storm, report damage to common areas with **Report storm damage to a common area**.

Good to know

- In an emergency, call 911 first. The Board and Neighborhood Watch check on homes that ask for help, but they aren't emergency responders.

Important phone numbers

Emergencies: call 911.

Utility companies

Electricity · FPL (Florida Power & Light)

Customer service (Mon–Fri 7–6, Sat 8–4): **888-326-4853**

Report a power outage (24/7): **800-468-8243**

Water, sewer, garbage & stormwater billing · City of Crestview Utility Service Office

Billing & new service: **850-682-6131**

Water or sewer problems (Mon–Thu 6:30–5): **850-682-6132**

After hours: water: **850-603-2223**

After hours: sewer: **850-546-2218**

Trash, recycling & yard waste pickup · Adams Sanitation (for the City of Crestview)

Adams Sanitation: **850-537-3282**

Natural gas · Okaloosa Gas District

Customer service & 24/7 gas emergencies: **850-729-4700**

Toll-free emergency line: **800-239-3878**

Cable TV, internet & home phone · Spectrum (formerly Cox Communications)

TV, internet & home phone support: **833-267-6094**

From a Spectrum home phone: **611**

Police & public safety

Crestview Police Department · City of Crestview

Emergency: **911**

Non-emergency dispatch: **850-682-2055**

Administration: **850-682-3544**

Where to report a problem

Streetlight out or flickering · FPL

FPL customer service: **888-326-4853**

Potholes, road damage, street signs & drainage · City of Crestview Public Services

Public Services (Mon–Thu 6:30–5): **850-682-6132**

After hours: streets & stormwater: **850-603-2276**

Water main break or sewer backup · City of Crestview

Business hours: **850-682-6132**

After hours: water: **850-603-2223**

After hours: sewer: **850-546-2218**

Downed power line or power outage · FPL

Report an outage (24/7): **800-468-8243**

Gas leak or smell of gas · Okaloosa Gas District

24/7 gas emergencies: **850-729-4700**

Toll-free: **800-239-3878**

The full, up-to-date list with websites is on the Utilities page of the website.