

AFINCADOS · HELP CENTER · COMMUNICATION AND DOCUMENTS

Messages and notifications

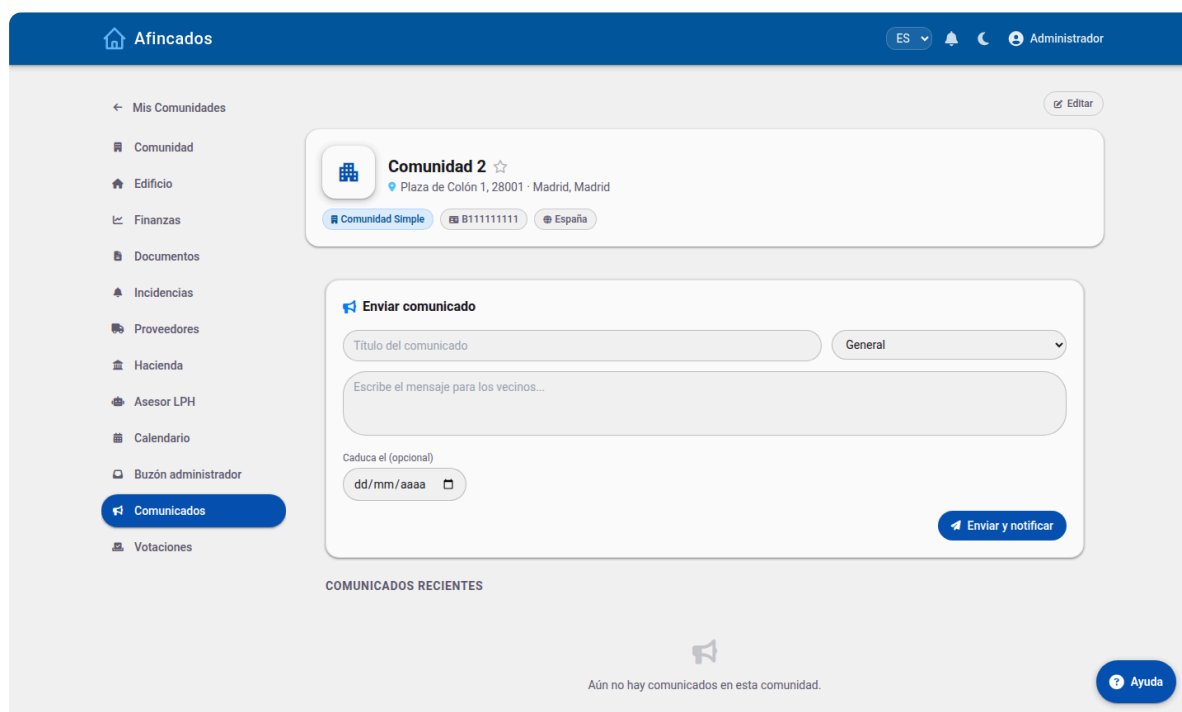
Write to your property manager or the board and keep up with your community alerts.

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The application brings all communication with your community into one place, so nothing gets lost in email chains or messaging groups.



Announcements are pushed as notifications and can be marked urgent.

Messages

The community **Messages** tab works like an inbox of conversations. Each thread groups one topic together with its replies.

Writing a new message

1. Open your community and go to the **Messages** tab.
2. Click **New message**.
3. Choose the **recipient**: the property manager, the board or the whole community, depending on your permissions.
4. Write a clear **subject** and the body of the message.
5. Send it.

The recipient gets a notification and can reply in the same thread, which keeps the whole conversation tidy and easy to look up later.

Which channel to use

- If it is a **fault**, do not send a message: create an **incident** instead. That way it is properly logged, a supplier can be assigned to it and you can follow its progress.
- For questions about a fee, a meeting notice or a document, a message is the right channel.

Notifications

The **bell icon** in the top menu shows your pending alerts. You will be notified when:

- A **meeting notice** is published or a set of minutes is signed.
- **New fees** or an extraordinary levy are published.
- The status of an **incident** you reported changes.
- A new **document** is uploaded.
- You receive a **message**.

Clicking an alert marks it as read and takes you straight to the content. Important alerts are also sent by **email**, so it is worth keeping your address up to date in **My profile**.