



March 15, 2023

Dear Members of Monticello Community Association,

We are pleased to inform you that your Board of Directors has selected Optimum Professional Property Management, Inc. as the Association's new management company as of **APRIL 1, 2023**.

Optimum has been partnering with communities like yours since 1996 and we are committed to providing exceptional service. Our mission is to promote a harmonious environment within your community and work together with the Board of Directors to protect, maintain and enhance your property values.

IMPORTANT FIRST ACTIONS

The billing statement for **APRIL** will be mailed out shortly. Please note the billing statement will only include April's assessment as any prior balance, whether you have a credit or debit balance, will not be reflected on the statement until we receive the homeowner transaction histories from the prior management company. Please contact our Billing Department at (714) 508-9070 option 1 or email billing@optimumpm.com should you have questions about your billing statement.



IF YOU ARE PAYING YOUR ASSESSMENT WITH YOUR BANK'S BILL PAY SERVICE, PLEASE BE SURE TO UPDATE YOUR NEW ACCOUNT INFORMATION. YOU WILL NEED TO UPDATE THE NEW MAILING ADDRESS (P.O. BOX 513626, LOS ANGELES, CA 90051-3626) AND YOUR NEW ASSOCIATION ACCOUNT NUMBER LISTED ON THE STATEMENT IN ORDER TO PROPERLY CREDIT YOUR ACCOUNT.

IMPORTANT (ACH PAYMENTS) - *If your payments are currently being made using the Automated Clearing House (ACH) Auto-Pay Program with the prior management company, please CONFIRM with them that your payments are STOPPED since the bank account that your payment is being electronically transferred to will no longer be used. If you would like to continue paying your Assessments with the ACH Auto-Pay Program you can sign-up on the owner's portal at portal.optimumpm.com or complete the enclosed ACH Application and return it to Optimum along with a VOIDED check.*

THE OWNERS' PORTAL

Optimum Professional Property Management, Inc. is a proponent of present-day technologies that enhance our ability to provide great service consistently. Our management software allows

each owner private access to their account via a secure **Owners' Portal**. Owners can easily make payments, sign-up for our Auto-Pay Program, update their contact information – phone numbers, e-mail addresses and mailing addresses, set-up communication preferences to email to receive your billing statement or other Association letters via your email inbox, download forms or policies as well as view upcoming Association events, submit an architectural application, request maintenance, ask a question, and more!

Portal Login and Navigation

In order to have access to association information at any time, 24/7, please be sure to take the time to create a portal login. This can easily be done by “signing up” at portal.optimumpm.com or www.optimumpm.com to request login credentials, which will be promptly sent to you.



In an effort to keep all residents informed about community issues, please be sure to set up a portal login and if your home is rented, **please be sure to add your tenant's email to the portal**. You can add the information under the My Contact page on the portal and label the information accordingly, so it signifies your tenant's name.

PLEASE NOTE: THE OWNERS PORTAL IS CURRENTLY DISABLED. IT WILL BE ACTIVATED ON THE EFFECTIVE START DATE, APRIL 1ST.

YOUR TEAM

To ensure the highest level of customer care is provided to your community, the following Optimum team members have been dedicated to assist you with your needs.



You can also submit requests through our owner's portal at portal.optimumpm.com or our website at www.optimumpm.com.

Senior Community Manager	Morgen Hardigree (714) 508-9070 Ext. 292	mhardigree@optimumpm.com
Vice President of Community Management	Tracie Blankenship, CMCA, AMS, PCAM (714) 508-9070 Ext. 282	tblankenship@optimumpm.com
Community Assistant	Sarah Stanley (714) 508-9070 Ext. 385	communication@optimumpm.com
Billing/Collections Department	(714) 508-9070 Option 1	billing@optimumpm.com
Escrow Department	(714) 508-9070 Option 2	escrow@optimumpm.com
Maintenance Department	(714) 508-9070 Option 3	communication@optimumpm.com

Our office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. Our after-hours answering service provides 24/7 services during our non-business hours for the purpose of facilitating emergencies of the Association that are of danger to the common area property ~ simply dial our regular business number (714) 508-9070 and follow the prompts to be connected directly to our after-hours emergency number.

MAKING A DIFFERENCE...TOGETHER

We are excited to be given this opportunity to serve your community and look forward to working with the members to ensure an enjoyable community experience.

We look forward to "Making a Difference Together"

Sincerely,

Denise Bergstrom

Denise Bergstrom, PCAM®
Vice President of Client Relations