

PERSONALIZED
 PROPERTY
MANAGEMENT

*The Coachella Valley's Community
Management Company*

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February 9, 2023

To: All Personalized Property Management Owners

Re: PPM owner portal and payment options

Dear Valued PPM Homeowner,

We are hopeful that your new year is off to an amazing start and that this communication finds you in good health. We at PPM are thankful to work every day to make your HOA experience exceptional!

This past year we embarked on improving our processes and services to our clients. We have been hard at work internally to assimilate our new technology and share these innovative new features with our owners. We are confident these improvements will enhance your HOA experiences through improved communications, streamlined processes, and ease of retrieving and reviewing HOA documents.

Association Portals: If you have an email account on file with us you should have already received a welcome email with your temporary portal login credentials. This portal is your backline into our office with the ability to create service requests, send architectural applications, review documents, make your HOA payment, and review payment history, and much more.

Auto Draft: When you access the web portal you can set up auto-draft payments (ACH) for no additional fee. As a reminder to owners who have set up the association on Bill Pay, you will have to cancel this service to avoid double payments to the Association. The Credit card payment option will redirect you to a secure third-party payment processor. There is a fee to pay by credit card. Neither the Association nor PPM receive any part of the additional fee. Please note that on the third party's website it is integral that you select the **correct association** and input your **correct account number**. If this is not completed correctly the payment will not post to your account.

Going Green: Starting on March 1, 2023, all mailed paper statements will incur a charge of \$2.50 to the owner's account. Emailed statements will continue to be offered free of charge. We highly recommend that owners either 1) login to their portal to update their statement delivery preference or 2) email or call our office to get set up on email statements.

We continue to look for new, innovative methods to provide exceptional management service at a competitive cost for our clients. We are extremely proud of our history of client retention. At the end of 2022 our average client relationship is 11 years 8 months!

Sincerely,

Personalized Property Management Company