



YOUR VISION OUR MISSION

February 16, 2024

Dear Members of Rancho Dominguez Townhomes 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 03/01/2024.

Optimum has been partnering with communities like yours since 1996 and is 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 03/01/2024 will be mailed out by Optimum. Please note the billing statement will only include the assessment(s) 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 communication@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 REMITTANCE/MAILING ADDRESS AND YOUR NEW ASSOCIATION ACCOUNT NUMBER LISTED ON YOUR BILLING STATEMENT.

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

PLEASE NOTE: THE OWNER'S PORTAL WILL BE LIVE AND ACTIVE ON THE START DATE

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 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

You can easily request a portal login by navigating to portal.optimumpm.com or by visiting www.optimumpm.com and clicking on the Owner Portal link. Then click on the Sign-Up button and follow the instructions. Your New Association Account Number is:

ACCOUNT NUMBER: Refer to welcome letter sent first class mail

A Member Service Representative will review your request and send you your portal credentials.

Tenant Information

Please login to the Owners Portal to update your Tenant Information. Go to the “My Items” menu option and select “Submit a New Request”, click on General Request, then follow the Tenant Information instructions.

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.

Community Manager	Maria Arias (714) 508-9070	marias@optimumpm.com
Community Assistant	(714) 508-9070	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.

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”

The Management Team
Optimum Professional Property Management