



Dear Homeowners,

As part of our transition to **Vantaca**, please be advised that your current owner portal in AppFolio will be deactivated on or after **February 18, 2026**. Due to this deactivation, you may receive an automated email from AppFolio notifying you that your portal access has been disabled. This is expected and part of the system transition process.

Please review the important information below:

#### **Online Payments**

- Online payments through AppFolio will no longer be available beginning **February 18, 2026**.
- Any payments after that date must be mailed to the address below. Please be sure to include your **LockBox ID** on your check to ensure proper processing.

#### **Mailing Address:**

<Association Name>  
P.O. Box 98209  
Phoenix, AZ 85038

Online payments — including a **free ACH option** — will be available through the new **Vantaca Owner Portal** in early March. We will provide detailed instructions and access information as we approach the go-live date. Please note that **no late fees will be assessed for the month of March** during this transition period.

#### **Work Orders / Service Requests**

Beginning **February 18, 2026**, work orders and service requests must be submitted by:

- Email to our office, or
- Calling the management office directly

You will regain the ability to submit requests online once you have access to the Vantaca Owner Portal on or around **March 2, 2026**.

#### **Architectural Applications**

All architectural applications must be submitted by:

- Email
- Mail
- Hand delivery to our office

#### **Office Address:**

40004 Cook St., Suite 5  
Palm Desert, CA 92211

If you currently have an open architectural application in process, your Community Manager will contact you directly to ensure a smooth continuation and completion of the review process.



We appreciate your patience and cooperation during this transition. Our goal is to provide an improved and more user-friendly platform for our homeowners.

If you have any questions, please do not hesitate to contact our office.

Sincerely,  
**Premier Community Association Management**