

[Date]

[Tenant Name]

[Property Address]

[Unit Number]

Subject: Mandatory Transition to New Online Tenant Portal

Dear [Tenant Name],

Please be advised that [Management Company/Landlord Name] is transitioning to a new online property management system. Effective [Start Date], all rent payments, maintenance requests, and lease communications must be handled through our new online tenant portal.

What you need to do:

- **Activate Your Account:** You will receive an activation email from [Portal Name] shortly. Please follow the link to set up your password.
- **Set Up Payment Method:** Once logged in, navigate to the "Payments" section to link your bank account (ACH) or credit/debit card.
- **Recurring Payments:** If you had "Auto-Pay" set up on our previous system, please note it will not transfer. You must set up a new recurring payment schedule in the new portal.

Important Deadlines:

Starting [Date], we will no longer accept [Cash/Checks/Money Orders]. All payments must be submitted digitally via the portal to ensure timely processing and to avoid late fees.

Benefits of the Portal:

- Secure 24/7 online rent payments.
- Real-time tracking of maintenance requests.
- Access to digital copies of your lease and payment history.

If you encounter any issues during the setup process, please contact our office at [Phone Number] or [Email Address].

Thank you for your cooperation during this transition.

Sincerely,

[Your Name/Company Name]

[Title]

[Contact Information]