

**Date:** [Insert Date]

**To:** All Residents of [Property Name]

**Subject:** Important Notice: Online Rent Payment Portal Upgrade

Dear Resident,

Please be advised that we are upgrading our online payment system to provide you with a more secure and efficient way to manage your rent payments. Our current portal will be replaced by a new system effective **[Insert Effective Date]**.

**What this means for you:**

- **New Login:** You will receive a separate email on [Insert Date] with instructions on how to register and set up your new account.
- **Recurring Payments:** If you have "Auto-Pay" or recurring payments set up on the old portal, they will **not** transfer automatically. You must log in to the new portal to set up your payment preferences.
- **Old Portal Access:** The current portal will be disabled as of [Insert Time/Date]. Please ensure all pending transactions are completed before this time.

**New Portal Features:**

- Enhanced mobile-friendly interface.
- Real-time payment tracking and history.
- Automated email receipts and reminders.

If you have any questions or require assistance setting up your new account, please contact the leasing office at [Insert Phone Number] or [Insert Email Address].

Thank you for your cooperation during this transition.

Sincerely,

[Management Name]

[Property Name]