

[Date]

Dear Residents,

Please be advised that we are upgrading our online rent payment portal to provide you with a better user experience. To facilitate this upgrade, the payment system will be temporarily unavailable.

Scheduled Downtime Details:

- **Start Time:** [Start Date and Time]
- **End Time:** [End Date and Time]

During this window, you will not be able to log in, view your balance, or submit payments online. We encourage you to schedule your payments before the downtime begins to avoid any late fees.

If you need to make a payment during this period, please use one of the following alternative methods:

- Drop off a check or money order at the leasing office.
- Mail your payment to: [Mailing Address].

We apologize for any inconvenience this may cause and thank you for your patience as we improve our services.

Sincerely,

[Your Name/Property Management]
[Property Name]
[Contact Information]