

May 2, 2019

Unit Owners
Forest Ridge Condominium Association
Manchester, CT 06040

Re: Resident Web Portal

Dear Unit Owners:

We are happy to announce that Elite Property Management will be offering easy and convenient online account access to the residents at Forest Ridge.

Residents will be able to securely access their personal information, such as their account balance, payment history, work order status, etc., and pay their common charges online. The resident portal will also allow us to timely communicate with you regarding critical alerts, announcements, upcoming events and other important information by email, phone or text.

You will be receiving an email message in the next few days (please check your Spam folder as well) welcoming you to the new community web portal and inviting you to create your account. Please note, only unit owners for whom we have a valid email address will be able to receive this message. If you do not have an email address on file with our office and you wish to receive electronic communication pertinent to your community, please provide us with your email address as soon as possible so we may update your information and provide you with access to the portal. You may also access <https://app.pilera.com/> and request a login.

The benefits that the resident web portal offers are many, from increased resident engagement, improved and timely communication with your management company through online messaging, secure account access anytime, anywhere, the ability to update your occupant and address information, and the convenience to pay your common charges online, to name just a few.

We look forward to launching your community's new resident portal and making communication with your management team and access to important personal and community information easy and convenient. Please look out for your Welcome Email in the next few days.

Best regards,

Chris Kohnle
Community Association Manager
Forest Ridge Condominium Association