



First and foremost, we hope this email finds you and yours healthy and safe during these unprecedented times. Second, we are very excited to share this announcement with all our community members. Having long been an environmentally friendly company, RealManage is ready to go “paperless” and make this feature available shortly to all members of the community associations we serve.

In response to your feedback, our development team has made electronic delivery of account statements a reality. If you are currently registered on our Resident Portal, in the coming weeks, you will receive additional information and instructions for using this new feature. Please be on the lookout for this important communication.

In the meantime... all association members who have set up an account on the RealManage Resident Portal and registered their email address with us in the process will automatically be “opted in” for electronic delivery of statements.

What does this mean to you?

- If you are a member of a community association that bills its homeowners with statements, you will now receive those statements via email.
- If you are a member of a community association that bills its homeowners with coupon books, you will continue to receive a coupon book prior to the start of each new fiscal year. However, should you miss a payment for any reason, you will now receive a statement notifying you of your outstanding balance via email instead of through the U.S. Postal Service.
- If you are a member of a community association that bills its homeowners with coupon books, AND you have enrolled in the ACH program whereby your assessments are automatically drafted from your bank account on their due date, you will NOT receive a coupon book at the start of the new fiscal year. However, should your ACH draft fail at any time (for example, insufficient funds to facilitate the draft), you will receive a debit/late statement notifying you of your outstanding balance via email instead of through the U.S. Postal Service.

What can you expect?

Once you are enrolled in electronic statement delivery, you will no longer receive paper statements in the mail. Instead, you will receive an email notifying you when you have a statement available. You will simply need to log in to your Resident Portal account for security purposes to view your statement. This email will contain a convenient link that will take you directly to your statements folder.

What if I prefer paper statements?

If you do NOT wish to receive any billing, debit or late statements electronically, simply log-in to your Resident Portal account to opt-out. You can update your settings on the Account Information tab by selecting “Manage Phones / Emails” under the “Statements” column. Should you change your mind later on, you can always log back in and opt-in again for electronic statement delivery whenever you choose.

What if I can't remember my username and/or password to log in to the Resident Portal and access my statement?

Should you forget or misplace your log-in credentials at any time, simply return to the Resident Portal at <https://www.realmanage.com/resident-services>, proceed to the log in screen, and click the “Retrieve User Name or Validate Email Address” link to have your credentials resent to you. Please refer to page 6 of our “Getting Acquainted with the Resident Portal Tutorial” tutorial for additional information on this, and on using the Resident Portal in general: [Getting Acquainted with the Resident Portal.pdf](#)



This sounds great, but I'm not registered yet; how do I register on the Resident Portal?

To register your account, just have a recent account statement containing your Account ID, Community ID, and Check Digit handy. To access the Resident Portal, simply click on the following link:

<https://www.realmanage.com/resident-services>. If you do not have this information and wish to register, please call our Resident Services Group at 1-866-473-2573, and they will be happy to assist you.

We hope you will enjoy this new feature, and we continue to stand by ready to assist you during this crisis. Once again, it is an honor to serve you and your community.

Best Regards,

The GrandManors Executive Team



RealManage is environmentally responsible.