



Property Management Assistance  
P.O. Box 26353  
San Diego, CA 92196

September 6, 2017

Dear Prominence Apartments Residents:

We would like to inform you that as of September 20, 2017, Prominence Apartments will be under new management and will now be managed by Property Management Assistance. Please understand that current lease and payment terms will remain in effect. All issues regarding payments, maintenance requests, and correspondence will still be directed to the Resident Services Office, located at 603 S. Twin Oaks Valley Rd. The phone number will remain the same: (760) 798-2632.

**Regarding Rent Payments:**

*Please be sure to cancel any recurring or scheduled rent payments you may have. The current resident portal that has been utilized with RA Snyder Properties will be disabled on September 8, 2017.*

Online ACH payments (through checking accounts) will be available with Property Management Assistance on September 13, 2017. The new resident portal does not allow credit card or Money Gram payments. To access the resident portal, go to [www.ProminenceApartments.com](http://www.ProminenceApartments.com). You can continue to address rent checks to Prominence Apartments; mail or deliver them to 603 S. Twin Oaks Valley Rd., San Marcos, CA 92078 on or before the 1st of every month. Please refer to your lease agreement regarding late rent payments and grace periods.

**Regarding Maintenance Requests:**

Online maintenance requests will be available on the new resident portal beginning September 13, 2017. Also, beginning September 13, 2017 any phone calls for maintenance requests should be directed to the maintenance hotline, at (888) 456-1199 and for after-hours emergencies, please call (858) 713-714.

If you have any questions regarding your property, lease, or about Property Management Assistance, feel free to reach out to your Resident Services Office.

We look forward to providing you with exceptional management and an enjoyable place to live.

Sincerely,

Property Management Assistance