

From: Americana Gardens Homeowners Association communications@buckreynoldscorporationhoa.mailer.appfolio.us
Subject: Premier Community Association Management | Introducing Vantaca
Date: February 11, 2026 at 1:48 PM
To: [REDACTED]

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Dear Homeowner,

We're excited to share that your community will soon be moving to a new and improved homeowner portal through VANTACA. This transition is part of our ongoing commitment to provide a more modern, mobile-friendly experience and quicker access to the information you use most.

What you can look forward to:

- A cleaner, easier-to-navigate portal (desktop + mobile)
- Faster access to your account balance and statements
- Simple online payments and payment history
- Online maintenance requests and easier communication
- Access to community documents and forms

Important payment note (AppFolio Auto-Pay does not transfer):

If you currently pay through the AppFolio portal using auto-pay/recurring payments, please note that your payment information will NOT carry over to Vantaca. Once your Vantaca portal is activated, you will need to re-enter your payment method and set up any recurring payments again.

We are also excited to announce that with this change, owners will be able to set up autopay for the monthly payment of their assessments using our ACH system at no cost. This will require Vantaca to pull the funds on the same date every month; typically between the 5th and 10th of the month. The specific date will be announced in future communications

If you mail payments or pay through your bank's bill pay, you will not be required to make and changes. Your Lockbox ID/Account Number and payment remittance address will remain the same.

Timing

Go-live date: March 1, 2026

AppFolio portal retirement: February 28, 2026

You'll receive a separate activation email with your new portal link and step-by-step instructions before go-live. There is nothing you need to do today—we simply wanted to let you know what to expect.

Thank you for your patience and partnership as we make this upgrade. We're confident Vantaca will provide a better experience for homeowners and help us serve your community even more efficiently.

Thank you,

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