



From: Carrie Lockett communications@buckreynoldscorporationhoa.mailer.appfolio.us
Subject: Americana- We're Moving to a New Owner Portal – Here's What to Expect
Date: February 26, 2026 at 2:30 PM
To: [REDACTED]

Dear Homeowner(s),

We wanted to share a quick update as we get ready to switch to a new owner portal as part of our system upgrade. We know changes like this can raise questions, so we want to walk you through what to expect.

Here's what's coming - On March 2, 2025, you'll receive an email from us with instructions on how to access and set up your new owner portal. That email will include everything you need to get logged in and started.

If you don't see the email on March 2 (or if it ends up in your spam folder), we will be sending follow-up emails and making sure everyone receives the information they need to get online. No one will be left out.
A few important things to know

- * Please keep an eye on your email over the next few weeks for updates and reminders.
- * Please note that the payment portion of the portal may take up to 48 hours to activate from March 2nd.
- * To give everyone time to get set up, late fees will not be charged for the first 30 days during this transition.
- * Additional details about payments and portal features will be shared as we get closer to the switch on March 2, 2025.

This transition is planned, and our team is here to support you every step of the way. We truly appreciate your patience and understanding as we move to a system that will improve communication and service going forward.

If you have questions, feel free to contact our office during regular business hours — we're happy to help.

Carrie Lockett
HOA Administrative Coordinator
PCAM