Total Property Management, Inc.

2 South Pointe Drive., Suite 250, Lake Forest, CA 92630
Tel: 949-261-8282 * Fax 949-261-6958
www.portal.totalpm.com

Subject: Important Update: Management Office Now Appointment Only

Dear Homeowners,

We are writing to inform you of an important update to our office access policy, effective immediately.

All in-person visits to the Total Property Management office will now be by **appointment only**. Unscheduled walk-in visits will no longer be accommodated.

This change allows us to better manage our time and provide more focused, efficient service to your community.

How to Schedule an Appointment:

- Book online: calendly.com/receptionist-totalpm/
- Or call us at (949) 261-8282

For most routine matters — such as account questions, maintenance requests, payments, or general inquiries — we strongly encourage using our online portal at portal.totalpm.com, email, or phone, as these are often the fastest and most convenient options.

We appreciate your understanding and continued partnership as we implement this improvement.

Sincerely,

Total Property Management, Inc.
(949) 261-8282 | portal.totalpm.com