September 2020

Dear Residents/Queridos Residentes,

We have the following resource information for you:
Tenemos la siguiente información sobre algunos recursos:

- **Study Stars Enrollment Is Now Open/ Inscripción de Estrellas Estudiosas**
  Please contact CBC Diana Flores at (760) 802-3229 or dflores@chworks.org for enrollment information
  Por favor comuníquese con CBC Diana Flores al (760) 802-3229 o dflores@chworks.org para inscribir a su hijo o hija.

- **Study Stars Parent Online Orientation / Orientación Virtual del Programa Estrellas Estudiosas Para Padres**
  Wednesday, September 9, 2020 (keep a look out for an invitation with time zoom info)
  Miércoles, 9 de septiembre, 2020 (Pronto mandare la invitación con horario e información de la junta de zoom)

- **Study Stars First Day / Primer Día del Programa Estrellas Estudiosas**
  Monday, September 14, 2020 (schedule will be sent out to enrolled participants)
  Lunes, septiembre 14, 2020 (Mandare el horario a los participantes inscritos)

School Information can be found online: You may find more information on the Fallbrook Union Elementary School District webpage https://www.fuesd.org/, Potter Jr. High School https://pjh.fuesd.org/, and Fallbrook Union High School is https://www.fuhsd.net/

Senior Care Services - The Foundation for Senior Care is a great resource for seniors. You may find more information by visiting https://foundationforseniorcare.org/our-services/. If you are able to help volunteer, contact the Foundation at 723-7570 or fsf@foundationforseniorcare.org.

Additional Food services / Servicios de alimento:
- **Fallbrook Food Pantry:**
  - located at 140 N. Brandon Rd. (for pick up only)
  - Please follow this link for more information: https://www.fallbrookfoodpantry.org/

Stay in touch / Manténgase comunicado

CBC & Property Manager Contact Information

Diana Flores, Community Building Coordinator
Fallbrook View Apartments
cell phone: 760-802-3229
Email: dflores@chworks.org

Miriam Velazquez, Community Manager
Fallbrook View Apartments
Office phone: 760-728-5742
Email: fallbrookview@chworks.net

Stay in touch! Contact Diana Flores at (760) 802.3229 or dflores@chworks.org
Community Announcement

- CHW provides all residents free one-on-one financial counseling with our accredited financial coaches to address current financial concerns, and will provide resources to help with money management. Our financial coaches, Veronica Lagler and Ramon Uribe, are available and ready to help you. Remember, you are not alone! We are here to support you and your family during these difficult times. To set-up a financial counseling appointment, you can reach the financial well-being team at: residentsupport@chworks.org or call us at: 1-619-821-2560.

- CHW ofrece a todos los residentes asesoramiento financiero personalizado y gratuito con nuestros asesores financieros acreditados para abordar las preocupaciones financieras actuales y proporcionará recursos para ayudar con la administración del dinero. Nuestros asesores financieros, Veronica Lagler y Ramon Uribe, están disponibles y listos para ayudarlo. ¡Recuerda, no estás solo! Estamos aquí para apoyarlo a usted y a su familia durante estos tiempos difíciles. Para programar una cita de asesoría financiera, puede comunicarse con el equipo de bienestar financiero en: residentupport@chworks.org o llámenos al: 1-619-821-2560.

Expanded Learning Program / Programa de Aprendizaje Expandido

Study Stars Program / Programa Estrellas Estudiosas
Monday-Friday 2:30 pm

We will be starting out Study Stars virtual expanded learning program on Monday, September 14, 2020. Study Stars is an expanded learning program for K-5th grade students living at Fallbrook View. A parent/guardian must contact CBC Diana Flores in order to enroll students. Space is limited, so don’t wait too long.

Comenzaremos virtualmente con Estrellas Estudiosas Programa de Aprendizaje Expandido el lunes, 14 de septiembre, 2020. Estrellas Estudiosas es un programa de aprendizaje expandido para estudiantes de K-5to grado que viven en Fallbrook View. Un padre / tutor debe comunicarse con su CBC Diana Flores para inscribir a los estudiantes. El espacio es limitado, así que no esperes demasiado.
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Dear Residents,

ConAm is always looking for ways to maximize your resident experience. We are excited to introduce APTEXX. APTEXX is an online, user and mobile friendly resident portal that allows YOU the ability to pay your rent, set rent reminders, process maintenance request and more with a click of your finger.

To Sign-Up Please visit: fallbrookview.aptx.cm

Communication is key in running our community. In order to register for APTEXX and in an effort to lower the risk of potential exposure to the Coronavirus (COVID-19), we ask that you please provide our leasing staff with your updated contact information via email or by phone.

Please Call or Email Today to Update Your Contact Information
Email: fallbrookview@chworks.net
Phone: (760) 728-5742

RESIDENT PORTAL & PAYMENTS

Rent Reminders
We get it. You have a lot going on. Get simple text and email reminders to help you stay on track.

Simple Updates
Keep track of payments and stay in-the-know. We’ll also send you a confirmation every time we get your payment.

Pay Your Way
Pay your rent with a debit card or your bank account.

Security
Aptexxx uses the same security that banks use. Your payments are always secure.

Communication
Aptexxx allows our community to effectively provide updates via text and email.

To set up ACH (Payment through your bank account). All information needed is right on the front of your check. See sample below.
You must have your household phone number and email address updated with our community leasing team in order to register for Aptexx. Please call the office to update your contact information today.

**STEP 1**
1. Enter Last Name
2. Enter Apartment Unit #

**STEP 2**
When your household name appears, click Register.

**STEP 3**
1. Enter your language preference
2. First/last name, email address, phone number and unit number.
3. Enter a 4-digit pin and click register.
4. Once submitted, you will receive an email/call verification code.
   ** Verify your account and your registration is complete.**
MAINTENANCE REQUEST

1. Login to the resident portal.
2. Select “Maintenance.”
3. Answer quick questions about your request.
4. Upload a photo if needed.
5. Submit your request.
6. We’ll let you know when it’s done!

THANK YOU

ConAm would like to thank you for your continued cooperation. We hope that APTEXX makes your daily routine as a resident easier!

Please feel free to reach out to our site staff for more information on APTEXX via phone: (760) 728-5742

NO DEBIT CARD! NO PROBLEM

APTEXX has partnered with NetSpend® to offer you a prepaid card solution to help you make your online debit card payments. Prepaid NetSpend has 130,000+ convenient reload locations. (Walmart, 7-11, CVS and more)

https://www.netspend.com/aptexx