Dear residents,

I would like to invite you to take advantage of the resources provided:

Estimados residentes,

Me gustaría invitarlos aprovechar los recursos provistos:

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### Study Stars Announcements (Anuncios de Estrellas Estudiosas):

- **Enroll now for Study Stars School Year 2020-2021** Limited Space is available on a first-come, first-serve basis. *(Inscribase ahora para el año escolar Estrellas Estudiosas 2020-2021 El espacio limitado está disponible por orden de llegada)*

- **Virtual Orientation (Orientación Virtual):** Tuesday 9/8/2020 4:00 PM – 5:00 PM
  Thursday 9/10/2020 1:00 PM – 2:00 PM

- **First Day of Study Stars (Primer día de estrellas de estudio):** Monday 9/14/2020

- **Back to School Night (Noche de regreso a la escuela):** 9/29/2020, 5 PM – 6 PM

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**CHW Community Support**

Learning Center remains closed, but we are here to help.

**Apoyo comunitario de CHW**

El Centro de aprendizaje permanece cerrado, pero estamos aquí para ayudarle

Brenda Avalos (760) 410-8728

Help Hours (Horas de ayuda):
9:00 AM – 11:00 AM
2:00 PM – 4:00 PM
Or by appointment

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Community HousingWorks has a new page designated for our residents *(Community HousingWorks tiene una nueva página designada para nuestros residentes)*

[https://chworks.org/for-residents](https://chworks.org/for-residents)

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*Stay in touch!* Contact Brenda Avalos 760.410.8728 bavalos@chworks.org or visit www.chworks.org
Los Robles Community Resources

September / Septiembre 2020

We continue to advise to wear a mask and continue social distancing

Seguimos aconsejando usar una máscara y continuar el distanciamiento social

Financial Well-Being

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. 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.

Bienestar financiero

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. Para programar una cita de asesoría financiera, puede comunicarse con el equipo de bienestar financiero en: residentsupport@chworks.org o llámenos al: 1-619-821-2560.

Join us for our Virtual Back to School Night September 29, 2020 at 5:00 PM We will follow up with zoom information.

Únase a nosotros para nuestra Noche Virtual de Regreso a Clases el 29 de septiembre de 2020 a las 5:00 p.m. Haremos un seguimiento con información de zoom.

Resources

- San Diego Food Bank: [www.sandiegofoodbank.com](http://www.sandiegofoodbank.com) 858.527.1419
- 2-1-1 San Diego: [https://211.sandiego.org/](https://211.sandiego.org/)
- Meals on Wheels (delivers meals for seniors): 619.295.9501

Stay in touch! Contact Brenda Avalos 760.410.8728 bavalos@chworks.org or visit [www.chworks.org](http://www.chworks.org)
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: losrobles.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: losrobles@chworks.net
Phone: 760-414-1994

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

Communication
Aptexx 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.
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: 760-414-1994

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