

April 10, 2026

Dear Residents of Portola Heights,

Please see the contact information below for our management team. Providing and maintaining clear communication with all our residents is our top priority.

We are also including in this letter a copy of the welcome letter for the Red Flag notice, the emergency notification system for the park. There are two ways to sign up to utilize this system; 1. Simply scan the QR code on the welcome page or 2. Fill out and return the enclosed information page to the park office or return via email listed below.

For questions or assistance regarding your home or the park, please direct your correspondence to the following contacts:

- Portola Heights Park Administrator: Michelle Andrus
- Email: michelle@evans-management.com
- Onsite Manager: Maria Doss
- Office Hours: Monday-Friday 9am to 12pm
- Phone: 831-724-4909 / Email: portolaheights@evans-management.com

Please do not hesitate to reach out if there is anything you need or if you have any questions. We truly value having you as part of our community and look forward to continuing to support you.

Best Regards,



Michelle Andrus  
Park Administrator  
Evans Management Services  
Direct Line: 831-246-8626  
Office Line: 831-475-0335  
Email: michelle@evans-management.com

## ¡INTRODUCCIÓN A REDFLAG!

Manténgase informado. Manténgase seguro.

Nuestra organización ahora utiliza **RedFlag**, un potente sistema de comunicación de emergencias diseñado para mantenerlo informado y protegido, dondequiera que esté. RedFlag se utiliza para mejorar las comunicaciones, manteniendo a todos seguros y actualizados.

## QUÉ ESPERAR

Cuando se emitan alertas importantes, puede recibir mensajes de nuestra organización a través de uno o más de los siguientes canales:

- **Mensaje de texto**
- **Correo electrónico**
- **Llamada de voz**
- **Notificación de la aplicación móvil**
- **Mensaje de Microsoft Teams**
- **Aviso en pantalla (Desktop takeover)**

## CASOS DE USO

- Desastres naturales y clima severo
- Interrupciones o actualizaciones del sistema
- Problemas de infraestructura en el edificio o área
- Cierres de oficina y horarios de atención modificados
- Información y fechas límite de inscripción anual
- Solicitud de personal adicional
- Actividad delictiva: tirador activo, situación de rehenes, robo/hurto, secuestro de menores

## DESCARGUE LA APLICACIÓN REDFLAG

Reciba alertas al instante con la aplicación **RedFlag Alerts**. Usted puede:

- Recibir notificaciones "push"
- Ver mensajes anteriores
- Administrar sus preferencias de contacto (si está habilitado)



Escanee el código QR para descargar la aplicación. Luego, utilice el nombre de la ubicación: **Portola Heights**.



Stay informed. Stay safe.

## INTRODUCING REDFLAG.

### REDFLAG IS USED TO IMPROVE COMMUNICATIONS, KEEPING EVERYONE SAFE AND UP-TO-DATE.

Our organization is now using RedFlag, a powerful emergency communication system that keeps you informed and protected—wherever you are.

#### 🚨 WHAT TO EXPECT

When important alerts are issued, you can receive messages from our organization across one or more of the following channels:

- Text message
- Email
- Voice call
- Mobile app notification
- Microsoft Teams message
- Desktop takeover

#### 📱 DOWNLOAD THE REDFLAG APP

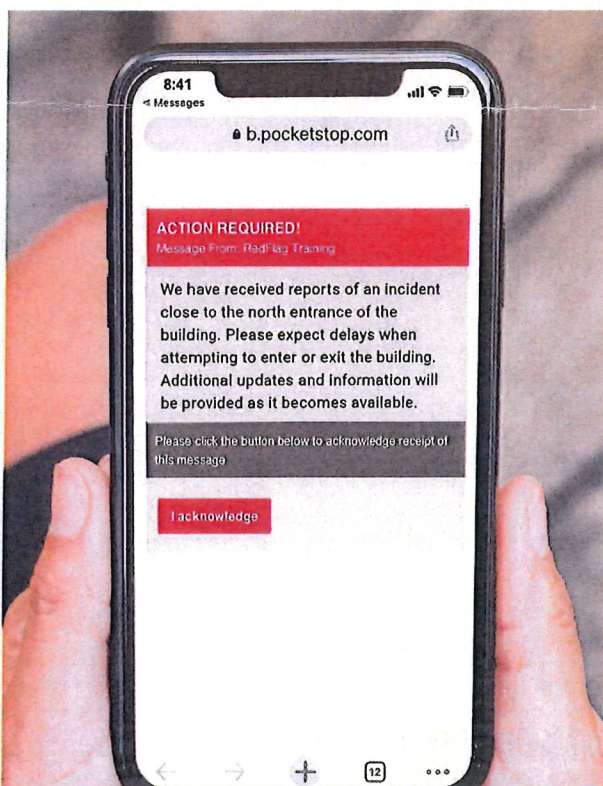
Get alerts instantly with the **RedFlag Alerts** app. You can:

- Receive push notifications
- View past messages
- Manage your contact preferences (if enabled)



Scan the QR code to download the app. Then use the location name:

**Portola Heights**



#### USE CASES

- ✓ Natural disaster & severe weather
- ✓ System outages or updates
- ✓ Building & area-wide infrastructure issues
- ✓ Office closings & modified business hours
- ✓ Annual enrollment info & deadlines
- ✓ Call in additional staff
- ✓ Criminal activity – active shooter, hostage situation, robbery/theft, child abduction



# INTRODUCING REDFLAG NOTIFICATION SYSTEM

**REDFLAG IS USED TO IMPROVE COMMUNICATIONS, KEEPING EVERYONE SAFE AND UP-TO-DATE.**

We'll use RedFlag to send out emergency information.

You may receive a RedFlag alert about severe weather, closures, power outage, etc. as well as any other event that would impact our communities.

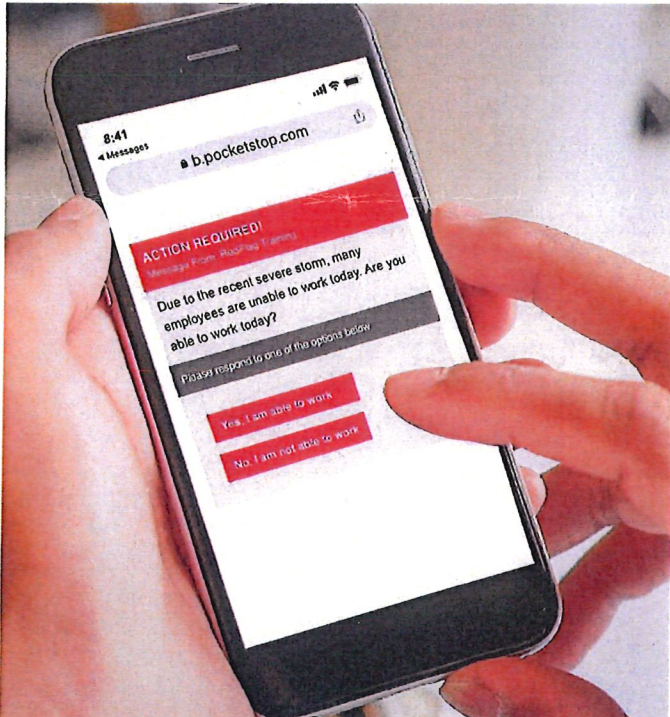
Whatever we need to communicate, RedFlag is the single system we will use to help get the word out.

## ABOUT REDFLAG NOTIFICATIONS

- You can receive RedFlag notifications via text message, email or phone call.
- Text messages will be from **444222**  
Emails will be from **admin2@evans-management.com**  
Phone calls will be from **831-475-0335**
- We will send RedFlag notifications to all tenants.
- Messages will be filtered based on your subscriber information, so you only receive messages or information that is relevant to you.

## PERSONAL INFORMATION

Please fill in the information below and send back to us to sign up to receive messages. Not all fields are required.



Park Name: Portala Heights Mobile Estate

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Space Number: \_\_\_\_\_

Home Voicecall: \_\_\_\_\_

Primary Cell Voicecall: \_\_\_\_\_

Alternate Cell Voicecall: \_\_\_\_\_

Primary Cell Text: \_\_\_\_\_

Alternate Cell Text: \_\_\_\_\_

Email: \_\_\_\_\_