



# ASSOCIATION FAQ

## **Contents**

[Association and Administration](#)

[Assessment and Finance](#)

[Buying & Selling in Sienna](#)

[Community Relations](#)

[Community Standards](#)

[Modification & ARC Control](#)

[New Resident Information](#)

[Operations](#)

[Recreation](#)

[Smartwebs Resident Portal](#)

[Useful Links and Numbers](#)

## **Association and Administration**

### **What is the Association's responsibility and function?**

The Sienna Associations' primary responsibilities include protecting and enhancing property values, maintaining common areas, enforcing deed restrictions, and providing lifestyle opportunities.

### **What are the Associations?**

Collectively, Sienna Associations include the Sienna Residential Association (SRA) for residents living in one of the original seven villages (Anderson Springs, Avalon, Bees Creek, Shipman's Landing, Steep Bank East, Steep Bank West, and Waters Lake); the Sienna Community Association (SCA) for residents living in the villages of Sawmill Lake, Sienna Oaks, and Summerlake House. The Associations also include two commercial property associations and a foundation.

### **Where is the Association office located and what are the hours?**

The Association office is located on-site at 9600 Scanlan Trace (corner of Sienna Parkway and Scanlan Trace).

Business hours are Monday through Friday from 8 a.m. to 5 p.m. (closed 12 – 1 p.m. for lunch hour).

### **What is an Annual Assessment and what does it cover?**

The Annual Assessment is charged to all lots that are owned by homebuilders and/or homeowners; and is the main source of income to pay for the operating expenses of the association. Association services include, but are not limited to, extensive landscape maintenance, sheriff patrol, common area maintenance, and operations of 3 community buildings, 5 swimming pools (including 2 water parks) and 2 spray parks, 2 fitness centers, racquet court complex, parks, as well as deed restriction and document enforcement and communications such as the newsletter and website.

### **What can I do about the solicitors at my door?**

We have found that if you and your neighbors do not answer the door, solicitors can become discouraged with the area and may go elsewhere. Soliciting is not a violation of the deed restrictions; nor is there a law in Fort Bend County against solicitors. The Association does permit a small “No Soliciting” sign (no larger than 4” x 4”) on or adjacent to your front door (should you choose to go that route). For former MUD 2 residents: The City of Missouri City requires a permit to be able to solicit. If you feel threatened, you may always call the non-emergency number for law enforcement at 281-341-4665.

### **What is the ‘foundation fee’ or transfer fee at closing that is a percentage of the selling price of the home?**

Every home sold in Sienna, which is sold by a Homeowner, results in a fee of one half of one percent of the gross selling price of the property. This fee goes to either the Sienna Community Services Foundation (if the property is in SRA); or to the SCA Community Enhancement Fund. The dollars are spent on items that enhance and complement life for residents in Sienna. Examples are: Childrens Catastrophic Fund, community fireworks, all community events, funding for Sienna FBISD schools, funding for scout troops within Sienna, etc. This fee has been in place since January 1, 2000. All residents have been touched by the Community Funds in some way. The fee is stated as required in the governing documents.

### **How do I communicate with the Sheriff’s Deputies or Missouri City Police Officers that patrol Sienna?**

The non-emergency number for the Fort Bend Sheriff’s office is 281/341-4665 and the non-emergency number for the Missouri City Police department is 281/403-8700. In case of an emergency, you should always call 911.

## **What do I do if I want to volunteer on a committee or become a Village Rep.?**

For any volunteers other than Village Representative positions (which are elected positions), you may fill out a volunteer application (available **here**), identifying which committees you are interested in, in order of priority. If the committee(s) that you indicate have current openings, you will be contacted by the Association Staff; however, if there are no openings, your application will be held for one year in case an opening occurs. Please return the completed form to Dana Ippoliti at [Danai@clubsienna.com](mailto:Danai@clubsienna.com).

Village Representative elections are held in the fall of every year. If there are any vacancies remaining after the election, they are announced in the newsletter early in the year following the fall election. It is key to watch the newsletter for information on becoming a Village Representative. For further information on Volunteering with the Association, please reach out to Dana Ippoliti at [danai@clubsienna.com](mailto:danai@clubsienna.com).

## **I want to speak to the Board about a concern I have. What do I do?**

Board meetings are held quarterly via Zoom, and at the beginning of each regular session, residents can address the Board(s) during member input time (which generally occurs from 9 – 9:30 a.m.). Prior to each Board meeting, a meeting notification is sent out to residents via e-blast. The email includes the meeting notification, Zoom details, an agenda, and Member Input guidelines. For further information on the Member Input Time, please see the related policy, *Board Meeting Notice and Owner Input Policy*, located within the Siennanet Resource Library (or available **here**).

Meeting dates and times are also posted online at Siennanet at least six days from the Board meeting date. Information will include the meeting link.

## **Assessment and Finance**

### **Will I be able to continue using the amenities with an outstanding balance?**

Your access to the amenities continues only if you are on a payment plan through the association and are current on your payments. If you are delinquent or your account is at the attorney, your access will be deactivated until your account is brought current.

### **Do gated neighborhoods have additional fees?**

Yes. If there is a Neighborhood Assessment or a Special Common Area Assessment for a specific neighborhood, that information is provided in the billing statement as an additional fee to the annual assessment for SCA and SRA.

### **When are assessment billing statements mailed out?**

Statements are mailed out mid-November of the current year for the following year's assessment. Residents should receive their statement by December 1. Assessment due date is January 1 of the following year.

### **When is the assessment due and become delinquent?**

The Assessment is due January 1 and becomes delinquent after January 31.

### **What are the various payment methods available to pay assessments?**

There are several ways to pay your assessment as detailed below.

#### **Payment by mail to our secure lockbox:**

Make the check, money order or cashier's check payable to SRA with your account number written on the check and mail the payment envelope to: Sienna Associations, PO Box 52333, Phoenix, AZ 85072-2333.

#### **Online payment to the Association's bank:**

<https://propertypay.firstcitizens.com/>

- Click "Pay Assessments."
- Accept the terms and conditions.
- Then fill in your information as well as the following information:
  - Management ID: 3137

- Association ID: see statement.
- Property / Account Number: see statement.

Association Drop off Payment: Make check, money order or cashier's check payable to the appropriate Association with your account number and envelope addressed to FINANCE.

**Where can I find my Property Account number, Association ID, Management ID, and Balance due?**

Your property account number, Association ID, Management ID, and balance due is located on the billing statement mailed to you or you can call (281) 778-0778.

**What if I can't pay my assessment by January 31 or in full?**

There are three different payment options available: Pre- Established, Automatic and Extended Payment Plans. These have been established for property owners and may be available for those who cannot pay their assessments in full by January 31. If you have previously defaulted on a payment plan or have a past due balance on your existing account, you may not be eligible for a payment plan.

Additional fees and interest are assessed as part of a payment plan. Please contact the Associations' Finance department at [assessments@clubsienna.com](mailto:assessments@clubsienna.com) for further information or to inquire about account and payment plan eligibility.

**How do I follow-up with my payment?**

Please email [assessments@clubsienna.com](mailto:assessments@clubsienna.com) or call (281) 778-0778.

**I just received a notice about my account and the outstanding balance which has been sent to the attorney's office. I would like to make a payment; how do I do that?**

For payments and further discussion about the account, please contact the Attorney's office, RMWBH at 713-840-1666.

## **I need a copy of my assessment statements for refinance purposes.**

A Statement of Account (SOA) or closing fee quotes for refinances, resales and new home sales can be ordered via [www.homewisedocs.com](http://www.homewisedocs.com). To receive any of these items, you will need to create a Homewise account, and then follow the steps that follow. Payment will have to be made at the time of the request.

If your financial institution allows, you may log into your Smartwebs Resident Portal and view/print your transactions. If you have not registered for the portal, visit [siennanet.com](http://siennanet.com) > Resident Portal or you may contact the Association office at 281/778-0778. You will need to provide your property address and name (staff may only provide the above information to the property owner on record).

## **Why am I getting a bill for assessments when they were escrowed with my mortgage?**

Typically, assessments are not escrowed within a homeowner's mortgage. If you believe that your assessment payment has been escrowed, you must contact the mortgage company about the outstanding assessment balance.

## **Why do I keep getting statements when I paid my account?**

Statements are produced for accounts with an unpaid balance on a specific date every month. If your payment is received thereafter, you will still receive a statement reflecting an unpaid balance.

## **Why do you keep charging me late fees and late interest?**

Until an account is paid in full (having a minimum balance of \$75), Sienna charges late fees and interest charges. Please reference our Collection Policy located in the Siennanet Resource library.

## **Why are you billing me for assessments when it was paid at close?**

Assessments are billed on an annual basis every November. If you closed on your property prior to statements being mailed, and a pro-rated share of the current year assessment was paid at closing, you will still owe for the next year.

## **Why do the assessments keep going up?**

The SRA/SCA assessment pays for the operation of the association to provide services as mentioned above and to fund reserves. It is the Board(s) goal to keep the assessment increase an amount like the cost of living; however, this may not always be the case. Annual budgets are enclosed with assessments statements and are posted online at Siennanet under Assessments.



## **Buying and Selling in Sienna**

### **What is a COC and who is responsible for ordering one?**

A Certificate of Compliance (COC) is mandatory for home resale. This is also a pre-requisite to the Resale Certificate (non-mandatory). The seller orders the COC and the form must have the seller's signature. This form provides Associations' team any notice of special items on the property such as pets in the rear yard or a lock on a gate to prevent access. Upon receipt of a completed form, Sienna Associations team will perform a review of the exterior of the property and provide the Certificate of Compliance to the property owner/seller and the title company and realtor (both optional). For additional information, please see the "Buying and Selling" section on Siennanet.

### **What does a COC inspection cost?**

A standard COC is \$175 if ordered at least five business days before closing. The fees go up the closer it is to the closing date. A three-business day turnaround period is \$425. A one business day turnaround period is \$550. A one-hour turnaround inspection is \$780 and available for new builds and may be available for resales in special circumstances. The Association reserves the right to refuse a rush request if the time frame requested is unattainable.

### **How do I order a Certificate of Compliance?**

The Associations use Homewise to serve our customers requesting a Certificate of Compliance. Please visit [www.homewisedocs.com](http://www.homewisedocs.com), create an account, and then follow the steps provided. Payment will have to be made at the time of the request.

### **What happens if the property has non-compliance items listed?**

The outcome of the inspection does not halt or stop the closing of the sale; however, non-compliant items/issues that are not remedied by the current property owner will be inherited by the new owner.

### **Is a COC re-inspection mandatory after non-compliance items are remedied?**

No, it is not mandatory. This becomes an agreement between the seller and buyer. If a re-inspection is requested, it can be ordered via [www.homewisedocs.com](http://www.homewisedocs.com) and the fee is \$175 for five business day

turnaround and \$425 for a three-business day turnaround. The Association reserves the right to refuse a rush request if the timeframe requested is unattainable.

### **How long is the completed Certificate of Compliance good for?**

The Certificate of Compliance (CoC) is valid as of the actual time it is prepared, signed, and certified by the Associations. It is not required to reorder a CoC within six months, however, again, it is prepared and based on a property's condition the day it is performed.

### **How long is a completed Resale Certificate valid for?**

A Resale Certificate information is valid as of the actual time it was prepared. If the Resale Certificate request must be re-ordered, the process and payment restarts; however, the turnaround time may be shortened from 10 business days to seven business days if the request is made within 180 days of the original request and made by the same requestor.

### **What else can I order from Homewise?**

A Statement of Account (SOA) or closing fee quotes by the Title company only for refinances, resales, and new home sales. To receive any of these items, please visit [www.homewisedocs.com](http://www.homewisedocs.com), create an account, and then follow the steps provided. Payment will have to be made at the time of the request. For further information on SOAs or closing fees, please contact the Finance department at (281) 778-0778.

### **What is a Foundation Fee?**

In addition to the assessments, a Foundation Fee or Community Enhancement Fee is assessed each time a property is sold. These funds are used to supplement and complement the functions of the Associations by providing a higher level of service and resources through the sponsorship of all community events, various programs, activities, and events in and around Sienna. These funds also are available through a grant request process to help the school PTOs, youth scouts' programs, sports leagues, etc.

The Foundation Fee/Community Enhancement Fee is assessed on every real estate transaction occurring after December 31, 1999. The contribution per resale transaction is equal to 0.005 (or ½ percent) times the gross sales price of a home and is to be paid by the transferring owner. The contribution for

builder to homeowner transaction is equal to 0.0025 (or ¼ percent) times the gross sales price of a home, which is paid by the builder at the time the lot is purchased from the developer.

### **What is a Capitalization Fee?**

A Capitalization Fee/working capital fee/reserve capitalization fee helps fund the reserves for the association unless the governing document permits otherwise.

Capitalization fees are due when a house is sold. This includes when the house is sold from a builder to the homeowner; and then when a homeowner sells to another homeowner\*. This fee is equal to 100% of that year's association annual assessment. Additionally, if there is a Neighborhood or Special Common Area Assessment imposed on the lot, there is also a Capitalization Fee equal to that year's assessment amount.

\*Resales in SRA of homes with a purchase date of January 8, 2019, or later, incur a Reserve Capitalization Fee at the time of each subsequent sale charged to the home seller. Any owner who acquired title on or before January 7, 2019, is exempt from this reserve capitalization fee when selling their home on a one-time- basis. However, each subsequent owner/resale transaction will be subject to this fee requirement.

### **What is an Administrative Fee?**

Every time a property is sold an administrative transfer fee covers the cost of providing the title company information, welcome packages and updating all necessary files and records. If a property is refinanced, there is an administrative fee paid to the Associations.

## **Community Relations**

### **Does Sienna have a community website?**

Yes, Siennanet is the community's comprehensive website and is accessible by all residents without password.

Siennanet houses all of Associations' governing documents, policies and procedures, information on deed restrictions, property modifications, financial information, and association departments and more. Access the website at [www.Siennanet.com](http://www.Siennanet.com). Additionally, residents can find comprehensive information on Sienna's recreational activities and facility rentals at [www.Siennarec.com](http://www.Siennarec.com).

### **What are your common online forms?**

The most common online forms are the Modification/Improvement application and the Amenity Access form. The Modification form can be found in Siennanet.com > Modifications while the Amenity Access form can be found in Siennanet.com > Quick Links.

### **What are acceptable online methods of payment for Square?**

For Online payments through Square residents may use VISA, MC and AMEX only.

### **Where can we find the events and recreation payment site? Visit**

Siennanet.com > Quick Links, click on Online Payments. **Does**

### **Sienna provide monthly newsletters in the mail?**

Yes. Newsletters are provided monthly via USPS mail; however, the newsletter is also available on Siennanet and within the Sienna App.

### **What are Sienna's methods of resident communication?**

There are various ways the Association communicates with our residents; however, our primary tools are the monthly newsletters mailed to residents, Siennanet & Siennarec websites, the E-News, the Sienna Associations Facebook page and Instagram, the Sienna App and LED marquees located throughout Sienna. If targeted, direct communications are necessary, the Association may also utilize door hangers.

## **How can a resident obtain amenity access credentials?**

To use any of the amenities such as the pools, fitness centers, racquet courts and community buildings, Sienna residents must have an Amenity Access Credential. We encourage residents to utilize the online form on Siennanet.com > Quick Links > Amenity Access Form. Enter the information required, upload everyone's photos and submit (if necessary, there is a payment link as well within the form). We will receive notification of submittal via email. If you have requested printed child cards (children 5-9 years old), you may pick these up upon notice at the Association office at 9600 Scanlan Trace; you must bring a valid government ID to pick up the child cards. Please note that Resident Access Amenity Credentials are only approved if a property account is in good standing (current on assessment balance).

## **Can I bring guests with me to use the amenities?**

Yes! Residents are allowed to bring up to five guests with them to an amenity per household (not resident) per day if the resident has a valid access credential. Guests may also visit the pool with children who have a valid credential/child ID.

## **I am a Sienna property owner and leasing to tenants. Can they use the amenities?**

Yes, as the Property Owner/Landlord, your tenants may use the amenities under the following conditions: you must fill out a Charge of Address form (COA) indicating your current mailing address (this is imperative for you to receive important information in a timely manner) as well as a Tenant Registration form indicating the current tenants' names, lease end date, and household members. These forms must be submitted and signed by the property owner.

By allowing your tenants use of the amenities, you abdicate your use for the term of the lease. This means that, as property owner, you will not be able to use the amenities.

## **I am under contract; can I obtain temporary resident ID cards?**

Yes. Future Sienna residents under contract can use the Sienna amenities by obtaining temporary ID 'cards.' A copy of the contract noting the expected closing date must be presented to receive temporary access cards. The expected closing date is used as the card's expiration date, but the overall

period should be no longer than 90 days. After closing, and once a copy of the deed is on record, permanent Amenity Access Credentials will be issued once Temporary ID cards can be obtained at the Association Office during regular business hours (Monday - Friday, 8 a.m. - 5 p.m.; closed 12 - 1 p.m., for lunch).

### **How many access credentials/IDs do I get?**

Each household receives two amenity access credentials as part of closing transfer fees. Each member of the household, ages 10 and older, who are planning to use the community amenities (pools, fitness centers, racquet courts, buildings), must have a “regular” (non-child) access credential and it must be housed on their own device. Property owners with children, ages 5-9 yrs., can request a photo child card.

Additional regular access credentials (in addition to the initial two credentials) require a fee of \$35 to be paid at registration/request.

### **I am a tenant living in a Sienna property, can I use the amenities?**

Yes, as long as your landlord/property owner completes a Change of Address form and a Tenant Registration Form that lists you as an authorized occupant/tenant, indicates your lease end date and submits it to the association office. Once received, the appropriate department will add you as an authorized occupant of the property. Complete the online form via Siennanet.com > Quick Links > Amenity Access Form. Enter the information required, upload everyone's photos and submit. There is a \$35 fee for each mobile access credential provided to household members 10 years and up. The submission confirmation will have the link to the payment site to pay for any applicable fees. Once the form is submitted, you may proceed with downloading the Sienna app and register. If all required fields on the amenity access form are complete, we will approve your app access and you will receive an email with your log in credentials.

### **Where will I find a list of recreational offerings in Sienna?**

There are several resources to obtain this information. Siennanet.com > Community Events is a good place to start and provides an overview of community wide events. If you are more interested in leisure classes, sport leagues, and recreational programming, visit Siennarec.com. On this site, you

will find links that list and describe all the leagues, classes, events, and other recreational activities available.

The site also allows you to register on the spot. You may also view upcoming events and activities in the Sienna app (download through your mobile app store and register).

### **What is the Sienna App?**

It is a mobile application (app) connecting our residents to life in Sienna and, importantly, serves as the Resident ID and provides access to the community pools, fitness centers and racquet courts. The lifestyle portion of the app provides a multitude of lifestyle offerings available to residents such as Community Events, Recreation Classes & Camps, Fitness Classes, Adult/Youth Sport Leagues and Racquet Sports, Parks & Playgrounds, Facilities & Pools. Residents can also use this app to reserve tennis and pickleball courts. Residents can “personalize” what matters to them the most by “liking” and sharing activities with their neighbors. The app is free and available to download to your device from your mobile app store.

### **How do you register for the App?**

To access this tool, you, the resident, must download the Sienna app from your iPhone or Android. The Association controls access permission and it is based on property address and ownership validation. Upon approval, you can sign in using your email and a temporary password, which you can update. Under Settings, you can opt in or out of information you choose to receive and view. You may also opt to be visible and searchable by your neighbors.

### **How do I download the Sienna app?**

You may go to your app store or visit [Siennanet.com](http://Siennanet.com) > Quick Links > Stay Connected and locate the QR code.

### **Who can I contact for more information?**

Contact the Association at (281) 778-0778.

## **Community Standards**

### **What are Deed Restrictions?**

One of the main functions of the Associations' is to ensure that all residential and non-residential properties are adhering to governing documents and Deed Restriction Guidelines. Governing documents include detailed Deed Restrictions and Association Policies and Procedures, as well as Residential Guidelines. Staff recognizes that living in a master planned community may be new to residents, and that complying with Deed Restrictions may be unfamiliar. To further assist residents in understanding Sienna's Community Standards, please visit [Siennanet.com](http://Siennanet.com) > Deed Restrictions for "Tips & Info".

### **How do I report deed restriction concerns and issues?**

A mobile application tool called Report It allows residents to report deed restriction concerns/issues anonymously to the Association. To access this app, visit [ReportIt.com](http://ReportIt.com) or text Sienna 63975 for a link.

### **How do I follow up on a reported deed restriction?**

Please email the Community Standards team at [communitystandards@clubsienna.com](mailto:communitystandards@clubsienna.com) or call the Association at (281) 778-0778.

### **What are the Bylaws?**

Bylaws are guidelines for the operation of a non-profit corporation. The Bylaws define the duties of the various offices of the Board of Directors, the terms of the Directors, required meetings and notices of meetings, as well as other specific items that are necessary to run the Association as a business. A copy of the Associations' Bylaws can be found in [Siennanet.com](http://Siennanet.com) > Deed Restrictions.

### **What are the Covenants, Conditions and Restrictions (CCR)?**

The Covenants, Conditions & Restrictions (CC&Rs) document is the initial legal document that establishes the association and addresses what areas must comply with the document, membership voting rights, architectural requirements, etc. The CC&Rs were recorded by the County recorder's office in which the property is located and are included in the title to your property. Failure to abide by the CC&Rs may result in a fine for a homeowner by the



Association. A copy of the Associations' CC&Rs can be found in Siennanet.com > Deed Restrictions.

### **How can I get my neighbor to share the cost of repairing the fence between our houses?**

Since both owners are responsible for the maintenance and repair and replacement of a shared fence, you should communicate with your neighbor. If the Association sends notice on a shared fence, it is sent to both property owners. We suggest reaching out to your neighbor before beginning any work on shared fencing. It is also up to the property owners to work out a payment arrangement.

### **Is there a rule regarding noise?**

In unincorporated areas, there is no noise ordinance.

### **What are the rules for cars parking at curbs?**

In non-gated neighborhoods, the streets are public, and the Association cannot prohibit residents from parking on the street. Cars are not allowed to block driveways, sidewalks, or fire hydrants. Inoperable cars are not to be stored on the street. If in a gated neighborhood, please notify the Community Standards department at [communitystandards@clubsienna.com](mailto:communitystandards@clubsienna.com). For detailed information on car parking within Sienna, please reference the Parking Rules and Regulation Policy found within the Siennanet Resource Library.

### **If I made a complaint about a property, how do I follow-up if I see the issue is not resolved?**

If your complaint was in fact a violation of the deed restrictions, due to confidentiality laws, we cannot share specific details but only share our process in general terms. Additionally, if the owner (or neighbor) does not address the matter in a timely manner, getting a resolution can take some time due to the requirements in the government documents and by Texas state law.

### **Where can I find specific policies to prevent deed restriction violations?**

You may visit Siennanet.com > Resource Library or Siennanet.com > Deed Restrictions.

## **Modification / Arc Control**

### **What is a Modification and Improvement Application?**

Property owners considering modification/improvements to the exterior of their property must submit a written request for approval to the Association and receive a written response from the Association detailing the decision regarding the project, prior to initiating work on planned improvements. Applications are found online at Siennanet>Modifications.

Modification applications are reviewed by the Association staff and the Modifications Committee which is made up of property owner volunteers. If a change is made prior to approval, the Association has the right to ask the property owner to remove the modification/improvement from their property and the owner may be subject to a fine.

The Property Owner agrees to not allow or perform any modification/improvement to occur until the Association notifies them in writing of its decision. Residents must also request a final inspection of projects that require a deposit within six months of approval. Failure to do so may result in forfeiture of the deposit.

### **Can I still submit a Modification and Improvement Application for pre-existing modifications or improvements?**

Yes, you may; however, if a modification was made without prior approval, it may be subject to a fine or be removed from the property if it does not meet the requirements.

If submitting an existing modification/improvement for review, the property owner must submit a modification application and appropriate documentation (as noted above).

### **Are there fees associated with all Modification and Improvement submissions?**

Fees and refundable deposits apply to major modifications and improvements only. The application indicates which projects require fees. The Modification and Improvement application can be found in Siennanet.com > Modifications.

## **I have an outstanding assessment balance; can I still submit a Modification Application?**

Any outstanding assessment balance must be brought current before you can submit a Modification and Improvement Application.

## **How long does it take to review my application?**

Applications are reviewed on the third Wednesday of the month – depending on the volume of applications, they may be reviewed earlier. Some modifications may review sooner, based upon complexity of the project.

## **What modifications do I need to apply for?**

Any change that is made to the exterior of your home requires submittal. Please note that the location of changes for the exterior applies to both the front, side, and back yard. Please visit [Siennanet.com](http://Siennanet.com) > Modifications for the Modification and Maintenance Guidelines for further information.

## **Why do I have to submit for modifications in my backyard?**

Exterior changes to the front or rear yard are required to be submitted for approval before installation/or beginning the project to ensure the changes adhere to guidelines and governing documents.

## **What is a property survey and how do I get one?**

A property survey is a layout of your property showing all build lines and easements located on your lot. You should have received a copy when you purchased your property with all your closing documents. If you can't find it, the Association may have a copy in the property file and can send it to you.

## **Do I have to apply for landscaping changes?**

Seasonal landscape changes do not require modification if the plants are on the pre-approved landscape list.

Planting/Removal of Trees do require prior approval as well as any significant change to the front yard and the rear yard if the rear yard can be seen from the golf course, lake, easement, etc.

## **What is the deadline for a Modification submission and when are they reviewed?**

The applications are reviewed every third Wednesday of the month by the volunteer Modification Committee; however, it is due the Wednesday prior to the meeting so it can be added to the meeting agenda. Application decisions will be emailed two business days after the meeting, if possible.

## **How much is my construction deposit?**

Modification construction deposit for amenity lots, reserve lots, and lots enclosed with Association brick fencing is \$2,000. A \$1,000 deposit is required for interior lots.

## **What do I need to do once my modification project has been completed?**

Once your modification project has been completed, you may request an inspection by going to Siennanet and selecting the Modifications tab. Once on the Modifications page, you will see a spinning tile that reads “Completed Modification”. Fill out the form and a member of the ARC team will reach out and confirm receipt of the form and schedule the inspection. This request also begins the process of getting a refund on your construction deposit.

## **How long will my refund take to be refunded?**

Once the inspection is completed, your refund check usually takes 2-3 weeks to arrive by check in the mail.

## **I need more information about Modifications and Improvements to my property, who can I contact?**

Please email [modifications@clubsienna.com](mailto:modifications@clubsienna.com) or call (281) 778-0778.

## **New Resident Information**

### **We just closed on our property, what do we do now?**

The next step is to acquire your Amenity Access Credential to start using the amenities such as the pools (during pool season), the fitness centers and the racquet courts. You can start by accessing the form via Siennanet.com > Quick Links > Amenity Access form. Enter the information required, upload everyone's photos and submit. We will email you once we have set up your resident profile. Please provide a copy of your closing disclosure when submitting your amenity access request (instructions online with form).

You will need to register for Town Square to get emails and access to your property account. This account number is provided on your mailing label of your welcome packet (envelope) or can be obtained by calling 281/778-0778.

Please note that the Association typically receives closing information from the title companies approximately 10-14 days after the closing. If you want to get your amenity access sooner, please bring your closing statement to the Association office.

### **What is Siennanet.com?**

Siennanet.com is our community website. Logging in is not required since this is a public platform. The website is designed for new and perspective residents, provides an informative overview of Sienna, the Associations, policies, and procedures, and more! Here you will also find helpful resources on the resource library page of the site.

### **I live in a gated community, what do I need to access the gates?**

Please email [gates@clubsienna.com](mailto:gates@clubsienna.com) to request a gate entry form. Include your property address in your email. You may also complete the online gate entry form via Siennanet.com > Quick Links > Gate Code Request form.

### **What is the Sienna app?**

It is a Sienna mobile application connecting our residents to the Sienna lifestyle offerings such as community events, pool, and fitness information, as well as amenity reservations. It is personalized, highlighting what matters to you the most.

## **What is an annual assessment and when is it mailed?**

The Annual Assessment is the main source of income to pay for the operating expenses of the association. The statements are mailed in mid-November for the following years' assessment information. All assessments details can be found on Siennanet.com > Assessments.

## **How do we contact the Association office?**

- Main: (281) 778-0778
- Website: Siennanet.com
- Email: customerservice@clubsienna.com
- Address: 9600 Scanlan Trace
- Office Hours: Monday-Friday from 8-5 p.m.,  
(closed from 12-1 p.m.)

## **Operations and Maintenance**

### **Who maintains our community landscaping?**

The Associations hire landscape companies to provide landscaping services within the community. If you want more information on the contractors, please contact [operations@clubsienna.com](mailto:operations@clubsienna.com). Areas that are adjacent to lakes are managed by the Sienna Levee Improvement District (LID), and maintenance requests for lakeside common areas can be directed to their attention at [www.siennalid.org](http://www.siennalid.org).

### **Who regulates traffic signs?**

The Public Works Department of the City of Missouri City is the authority regulating traffic signs. Their website link is [www.missouricitytx.gov](http://www.missouricitytx.gov).

### **Which entity handles road issues and concerns?**

Any road issues and concerns should be reported to either the City of Missouri City or Fort Bend County Road and Bridge based on the location of the road. The link to Missouri City is [www.missouricitytx.gov](http://www.missouricitytx.gov) and the website link to Fort Bend County. Gated neighborhoods are the responsibility of the Association and should be communicated to [operations@clubsienna.com](mailto:operations@clubsienna.com).

### **Our streetlight is out, who do I contact?**

If a neighborhood streetlight is out (a silver cobra light), please contact CenterPoint Energy. Please note the 6-digit number located on the light pole to provide to the CenterPoint representative or to enter on their website at <https://gis.centerpointenergy.com/OutageReporting/start.html>.

Decorative - bronze and ornamental lights are maintained by the Association and any outages should be sent to [operations@clubsienna.com](mailto:operations@clubsienna.com) or you can use the ReportIt app. Visit [reportit.com](http://reportit.com) or text Sienna to 63975 for a link.

### **Who maintains damaged fencing?**

All fencing is the property and responsibility of the homeowner. Fences along the main boulevards, depending on the location, may be maintained by the Associations (SRA, SCA or SPOA). In some cases, along certain boulevards, the Associations do maintain fences which may serve as rear fences to homeowners, to enhance the aesthetics of high-traffic areas.

## **I live in a gated neighborhood and the gate is not opening or closing.**

Please report gate issues to (281) 778-0778 or by emailing [gates@clubsienna.com](mailto:gates@clubsienna.com). Please provide the neighborhood name and indicate whether it is an entrance or exit gate.

## **Who maintains the railroad wall?**

SRA is responsible for any structural maintenance unless the damage is caused by the property owner. Property owners are otherwise responsible for maintaining the wall side that faces their property (cleaning of any mildew or dirt). The “Community Fences and Walls Guidelines and Policy” is available in the Siennanet.com > Resource Library or you may email [operations@clubsienna.com](mailto:operations@clubsienna.com) for specific inquiries.

## **Who fixes the sidewalks, streets, and tunnels?**

A homeowner is responsible for the sidewalk in front (or to the side) of his/her house. SRA/SCA is responsible for common area sidewalks on reserves, greenbelts (sidewalks on bridges may be the responsibility of SPOA).

SPOA is responsible for the tunnels that cross under Sienna Parkway at Steep Bank Trace and Sienna Parkway and Scanlan Trace. In addition, the SPOA shares the responsibility for the tunnel at Waters Lake and Sienna Parkway with the Sienna Golf Course. The Sienna Golf Course is solely responsible for the tunnel on Scanlan Trace towards Camp Sienna Trail.

Many of the streets within Sienna are the responsibility of Fort Bend County Road and Bridges or the City of Missouri City, dependent on location of street. The City of Missouri City has primary responsibility for Sienna Parkway from Highway 6 to Waters Lake Blvd. If you have a damaged street, contact the Fort Bend County Road and Bridges department at [R&Brequests@co.fort-bend.tx.us](mailto:R&Brequests@co.fort-bend.tx.us) or City of Missouri City Public Works at <https://www.missouricitytx.gov/>.

In some cases, if the neighborhood street is under one- year-old, the Developer is responsible for the maintenance of the street. If in doubt, contact the Associations’ Operations department via email at [operations@clubsienna.com](mailto:operations@clubsienna.com).



## **Does The Association manage wildlife?**

The Association does not control which types of wildlife inhabit or migrate through the community. There are many animals that call Sienna home just as much as we do.

Local wildlife may include deer, snakes, armadillos, raccoons, field mice/rats, nutria, alligators, birds of prey, opossums, and wild hogs. They are a natural part of the area's habitat and are active around the neighborhood day and night.

If you are having a specific issue with a particular animal, you can have a pest control company set a trap or put out bait.

## **Hogs are damaging my yard, what can I do?**

To deter hogs, the Associations' Operations Department addresses our areas prone to hog damage with a chemical treatment (Dylox) which has proven to be helpful in combatting the grubs in our areas. Residents may also want to consider a similar treatment of this type of chemical or other grub treatments for their front yard landscape areas which can be found at most home improvement stores.

Typically, the hogs are through the community in the Spring and Fall. If an owner has been experiencing issues or sees those issues nearby, owners may install temporary fencing for this period of time.

For residents desiring to install temporary fencing to keep out hogs, as long as you are installing temporary fencing made of welded wire or a type of heavy-duty polyethylene (plastic, preferably black) material attached to temporary fence posts that is no taller than 4', you do not have to submit for the temporary fencing approval. Any other type of temporary fencing or deterrent structures to address the wild hog issues must be submitted for modification approval. Temporary fencing must be removed once hog activity has subsided. If you are wanting to install temporary fencing that is outside of this description, you will need to reach out to our Modifications Department at [modifications@clubsienna.com](mailto:modifications@clubsienna.com) or submit an online Modification request which is available on the website under Modifications.

**I want to report on a common area maintenance issue.**

Please report the issue using the Report it app. To access this app, text Sienna to 63975 for a link. You may also email [operations@clubsienna.com](mailto:operations@clubsienna.com).

**I want to report a fountain not working or irrigation has been running continuously.**

Please report the issue using the Report It app. To access this app, text Sienna to 63975 for a link. You may also email [operations@clubsienna.com](mailto:operations@clubsienna.com).

**Our neighborhood monument is damaged and/or the monument light is out?**

Please report the issue using the Report It app. To access this app, text Sienna or contact the Operations team at [operations@clubsienna.com](mailto:operations@clubsienna.com).

## Recreation

### **Where will I find a list of recreational offerings in Sienna?**

There are several resources to obtain this information. Siennanet.com > Community Events is a good place to start and provides an overview of community wide events. If you are more interested in leisure classes, sport leagues, and recreational programming, visit Siennarec.com. On this site, you will find links that list and describe all the leagues, classes, events, and other recreational activities available. The site also allows you to register on the spot.

### **Does Sienna have Facilities available for rental?**

Yes. Sienna has fabulous amenities, many of which are available for rental by residents. Such amenities include the recently renovated Club Sienna, the Sawmill Lake Club, area pavilions, and more. Siennarec.com has a link to a virtual tour of these great amenities and a link to our online rental program. This site houses a complete listing and availability of facilities to rent as well as information regarding rental fees and the facility rental application. Please email [rentals@clubsienna.com](mailto:rentals@clubsienna.com) or visit [siennarec.com](http://siennarec.com) for additional information.

### **How many Pools does Sienna have?**

Sienna residents are fortunate to have five community pools to enjoy – Brushy Lake Pool, Club Sienna Water Park, the Sawmill Lake Pool, the Sienna Springs Resort Pool and the Steep Bank Pool. These pools are open daily (except for cleaning) during the regular pool season which runs from Memorial Day Weekend through Labor Day weekend. Additionally, the Sawmill Lake pool operates on a "swim at your own risk" (SAYOR) basis for prior to and after the regular pool season. The annual pool schedule, along with descriptions and locations of each pool can be found at [Siennarec.com](http://Siennarec.com) or on the Sienna app.

### **Can residents reserve the pool for parties?**

Yes. Residents may reserve certain pool for private parties or smaller gatherings by visiting [Siennarec.com](http://Siennarec.com) > Rentals > Pools.

### **Racquet Sports Anyone?**

The Club Sienna Racquet Sports Complex offers a total of eight lighted tennis courts and four pickleball courts for the enjoyment of Sienna residents.

Residents can access the tennis courts via the Sienna App. Reservations can also be made using the Sienna App.

### **Can residents reserve a court for personal play?**

Yes. You can make reservations for tennis and pickleball courts via the Sienna App. Download the app and register your account for approval.

### **Can residents reserve a pickleball court?**

Yes. You can access the pickleball courts and make reservations via the Sienna app. Download the app and register your account for approval.

### **Are residents allowed to have private lessons using their own private instructors at the courts?**

No, this is not permissible at any time. You may email [siennaracquetsports@risherco.com](mailto:siennaracquetsports@risherco.com) for information on our lesson, league, camps programs for tennis and pickleball.

### **Do I need a resident card to access the fitness centers?**

No, amenity access is now through the Sienna app. Download the app and register your account for approval.

### **Who do I contact for more information regarding Recreational activities?**

You may email [recreation@clubsienna.com](mailto:recreation@clubsienna.com) for more information.

### **I want to rent a field at Camp Sienna. How do I do that?**

Visit <https://www.siennalid.org/parks-rec/> for Camp Sienna information.

### **I'm interested in renting a facility on a specific date, can you look for me?**

All facility rental information and requests are done online. Requests must be submitted a minimum of 10 days in advance. Please visit [www.Siennarec.com/rentals](http://www.Siennarec.com/rentals).

### **I want to register for a class/camp/trip/etc. How do I do that?**

You can register 24/7/365 at [www.Siennarec.com/register](http://www.Siennarec.com/register).

[BACK TO TABLE OF CONTENTS](#)

### **My ID/app is not working? Where do I go for help with that?**

No problem! Email [customerservice@clubsienna.com](mailto:customerservice@clubsienna.com) and they can take care of you via email. You may have to stop by the Association Office (9600 Scanlan Trace) if unable to be managed electronically.

### **How old do you have to be to use the fitness center?**

14 years old. This is a manufacturer guideline, and this rule was adopted by the Board of Directors in 2008.

### **When are the pools open/closed?**

You can find pool information (including the pool schedule) posted at [www.Siennarec.com/pools](http://www.Siennarec.com/pools).

### **Why aren't the pools open year-round, swim at your own risk?**

The Club Sienna and Brushy Lake pools have heaters, however those are owned and maintained by Sienna Premier Aquatics and not the Association therefore, they incur the full expense of heating the pools. Both the Association and SPA have evaluated ways to allow swimming in the pools; however, the cost was too great to justify for the number of residents who would likely use the pools during colder weather. SPA does have a Master Program that Owners can join, and that info is available at [www.siennapremieraquatics.com](http://www.siennapremieraquatics.com)

### **Why can't I bring my own personal trainer/tennis pro to the gym/courts?**

The Association has contracted with professionals to provide fitness training and racquet sports training to residents. They are vetted, insured, and have contractual obligations to the Association to protect the membership.

### **I want my child's closest friends to all be on their team. Is this possible?**

We do not accept teammate requests apart from siblings and same-household members. Carpooling requests are also not accepted. All players are sorted via the league draft process.

## **Are Bounce Houses, petting zoos, rides, etc., allowed for birthday parties?**

There are certain party features such as bounce houses, petting zoos, etc. that are not permissible when renting an Association facility. You may refer to the Association's Facility Rental Policy at Siennanet for a list of what is not permitted.

Also, inquiries can be submitted to: [rentals@clubsienna.com](mailto:rentals@clubsienna.com). Keep in mind that your rental request must be submitted 10 days in advance. Please include all unique rental requests/features when submitting your rental request.

## **Smartwebs Resident Portal**

### **What is Smartwebs?**

Smartwebs is the Sienna Resident Portal accessible via Siennanet.com, the community website. This is where a resident may view their historical assessment information, violations, and Modification submissions.

### **How do you register on Smartwebs?**

Go to Siennanet.com > Resident Portal, and register. You will also find the resident portal guide to assist with instructions. For further assistance, please email [customerservice@clubsienna.com](mailto:customerservice@clubsienna.com) or call the Association office at 281/778-0778 or emailing [customerservice@clubsienna.com](mailto:customerservice@clubsienna.com).

## **Useful Links and Numbers**

### **How do I contact my village representative?**

Please email the general email address listed below based on your neighborhood.

- Anderson Springs -villagerepandersonsprings@clubsienna.com.
- Avalon - villagerepavalon@clubsienna.com.
- Bees Creek - villagerepbeescreek@clubsienna.com.
- Sawmill Lake Village -villagerepsawmilllake@clubsienna.com.
- Shipman's landing -villagerepshipmanslanding@clubsienna.com.
- Sienna Oaks Village -villagerepsiennaosaks@clubsienna.com.
- Steep Bank East -villagerepsteepbankeast@clubsienna.com.
- Steep Bank West -villagerepsteepbankwest@clubsienna.com.
- Waters Lake - villagerepwaterslake@clubsienna.com.

### **What is my Municipal Utility District (MUD)?**

Your MUD information is in your water/trash bill; however, you may access [www.siennamuds.org](http://www.siennamuds.org).

### **Who manages the Trash Service?**

Your MUD/water bill includes trash service. The trash service provider in Sienna is Best Trash. You can visit their website at [www.best-trash.com](http://www.best-trash.com).

### **Where can I find utilities and services information?**

Please visit [Siennanet.com](http://Siennanet.com) > Resource Library for useful links and contact information for utilities and services.

### **Where is the Association office located and what are the office hours?**

- Address - 9600 Scanlan Trace.
- Number – (281) 778-0778.
- Hours - Monday to Friday from 8-5 p.m., the office is closed from 12-1 p.m.