



## 2024 ASSESSMENT FREQUENTLY ASKED QUESTIONS

The 2024 annual assessment for Sienna Residential Association (SRA) and Sienna Community Association (SCA) is \$1,485.00. This 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, maintenance, and operations of 2 community centers, 5 swimming pools (including 2 water parks), 2 fitness centers, tennis complex, parks, maintenance of other common areas, deed restriction and document enforcement and communications such as the newsletter and website. Lots in Sienna Townhome Association (STHA) pay both the SCA and STHA assessments and working capital fees. If a lot is within a gated neighborhood, townhome association or there are other special services specific to a neighborhood these lot owners pay an additional fee through a Neighborhood, Townhome or Special Common Area Assessment each year to pay for those services.

### A. What is the annual assessment for 2024?

The 2024 assessment (non-gated) for SRA and SCA is \$1,485.00.

### B. What is the 2024 assessment for the gated neighborhoods?

The base assessment is \$1,485.00 and each gate fee and townhome assessments listed below are in addition to the base amount.

<b>SRA (Master)</b>	<b>\$ 1,485.00</b>	<b>Annual</b>	\$1,485 plus each additional gate fee.
Avalon	+ \$495.00	Annual	
Commanders Point	+ \$2,526.00	Annual	
Forest Isle	+ \$5,457.00	Annual	
Pecan Estates	+ \$1,070.00	Annual	
Sanctuary	+ \$5,334.00	Annual	
Sorento	+ \$1,279.00	Annual	
Vieux Carre	+\$2,183.00	Annual	SCA Gated Communities is \$1,485 + neighborhood fee. <u>Forest Landing &amp; Parkway Place</u> fees neighborhood fees can be paid quarterly for the year. <u>Forest Landing</u> minimum payment is \$440.00/quarterly, and <u>Parkway Place</u> minimum payment is \$758.50/quarterly.
<b>SCA (Master)</b>	<b>\$1,485.00</b>	<b>Annual</b>	
Fox Bend	+ \$1,495.00	Annual	
Forest Landing	+ \$1,760.00	Quarterly	
Parkway Place	+ \$3,034.00	Quarterly	Townhome is \$1,485 plus any additional fees. Neighborhood fee can be paid at \$330.00/every quarter.
<b>STHA (Master)</b>	<b>\$1,485.00</b>	<b>Annual</b>	
Owner coverage	+\$1,320.00	Quarterly	

### C. What are the different ways to pay the assessment payment?

There are three ways to make your assessment payment. All of these require you to have your property account number (see section on how to acquire this information).

- make your payment online (Siennanet.com > Assessments > Helpful Links > First Citizens Bank
- mail in your payment to our secure lockbox (address on the statement)
- drop off a check at the association office (mailbox located outside of Association office)

### D. How do I acquire/locate my property account number?

Your 9-digit account number can be found on the upper right-hand corner of your statement next to the billing date and amount due. You may also call the association office at 281/778-0778 or email [frontdesk@clubsienna.com](mailto:frontdesk@clubsienna.com) or [customerservice@clubsienna.com](mailto:customerservice@clubsienna.com) to acquire your property account information.

### E. How do I make a payment online?

Online payments can be made through <https://propertypay.firstcitizens.com/>. Electronic payment could take up to 5 business days for payment to process. Please note that if paying by credit card, the bank will charge a convenience fee of 2.95% which goes to the bank and not the association or you may enter your checking account information for free.

- **To make a single payment**, click “Pay Assessments”, click Yes to the Terms and Conditions then enter your personal information and property details as listed below:
  - Enter the Management ID: 3137
  - Enter the Association ID: xxx (100 for RAI, 300 for CAI, 500 for STHA)
  - Enter your Account ID: xxx-xxxx
  - Enter your current balance: \$1,485.00 (include additional neighborhood fees if applicable)
- Click either “Pay by eCheck” or “Pay by Card”.
- **To make scheduled payments**, click “Sign Up” (for new users) or “Log In” (for returning users), click Yes to the Terms and Conditions.
  - For Returning Users, log in and click Add a Schedule.
  - For New Users, click Add Property.
    - Enter the Property Details:
      - Enter the Management ID: 3137
      - Enter the Association ID: xxx (100 RAI, 300 CAI, 500 STHA)
      - Enter Property/Account Number: xxx-xxxx
    - Enter your Name, email, and phone number in the appropriate fields.
    - Click the “Next” button at the bottom of the screen.
    - Click “Register Property” and continue the registration process.
    - Select Scheduled Payments.
      - Enter your payment information.
      - Select the frequency of your payment schedule.
      - Enter the amount that you want to pay and select continue.

**NOTE:** Setting up recurring payments through your bank is NOT a payment plan. Please email [Assessments@clubsienna.com](mailto:Assessments@clubsienna.com) for an official request.

#### F. How do I mail in a payment:

Payment can be mailed to our secure lockbox. Note that payments are posted to your account based on the date received and not the date mailed or postmarked.

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

If mailed to the lockbox, resident(s) need to include the payment coupon with payment and/or account number on the payment, otherwise the lockbox will send it back to the association and this will delay the processing time.

#### G. How do I drop off a payment at the association office?

Association Drop off Payment (preference is to put in drop box at Association office)

- Please put your check, money order or cashier's check payment in an envelope addressed to: ACCOUNTING.
- Make the check payable to SRA or SCA, STHA with your account number written on the check.
- Cash payments NOT ACCEPTED.

#### H. Does the association send a receipt when payment is received?

No, the association does not. Their canceled check serves as the receipt. If they use the Online payment system, they will be emailed a receipt.

#### I. Does the association offer payment plans?

Yes. The following payment plans have been established for property owners and may be available to those who cannot pay their assessments in full by January 31. Payment Plans are approved if the account is current. Balance due for 2024 and prior must be paid before a payment plan can be set up.

**THE FOLLOWING PLANS: PRE-ESTABLISHED PAYMENT AND THE AUTOMATIC PAYMENT PLANS ARE THE ONLY TWO BOARD APPROVED PAYMENT PLANS. ALL OTHER PAYMENT ARRANGEMENTS MUST BE MADE DIRECTLY WITH THE ASSOCIATION OFFICE VIA OFFICIAL AGREEMENT. SELF-DEVELOPED PAYMENT PLANS DO NOT CONSTITUTE AN APPROVED PAYMENT PLAN AND WILL INCUR INTEREST AND LATE FEES EACH MONTH UNTIL THE BALANCE IS PAID IN FULL.**

(1) Pre-Established Payment Plan - There is no need to submit a request to follow this payment plan.

Property owners who cannot pay their entire assessment balance by January 31, may pay in 3 monthly installments that must be complete by March 31. All payment plans incur applicable late fees, interest, and administrative costs. Monthly fees and due dates are: \$509.11 by January 31, \$509.11 by February 28, and \$508.91 by March 31. These amounts include interest on the unpaid assessment balance at the end of each month and an applicable payment plan fee and are reflective of a total balance of \$1,485.00 on January 1. If your assessment and related fees are received by March 31, no further charges will apply. **Payments are posted by DATE RECEIVED, not date submitted or postmark date.** You may send your payments to the lockbox (address on your coupon) or you can pay by eCheck using the recurring payment feature.

(2) Automatic Payment Plan - **There is no need to submit a request to follow this payment plan.**

Assessment accounts that become delinquent on the 1<sup>st</sup> day of February (meaning the entire assessment balance has not been paid by February 1), including the entire Assessment balance plus interest and administrative costs will automatically roll into a 3-month payment plan. Payments will then be due and payable in three (3) installments. Monthly fees and due dates are: \$532.40 by February 28, and \$532.40 by March 31 and \$532.40 by April 30. These payment amounts include interest on the unpaid assessment balance at the end of each month and applicable payment plan fees and are only applicable if your January 1 starting balance was \$1,485.00. **Payments are posted by DATE RECEIVED, not date submitted or postmark date.** If your assessment and related fees are received by April 30, no further charges will apply. You may send your payments to the lockbox (address on your coupon) or you can pay by eCheck using the recurring payment feature.

**J. What is an Extended Payment: **Must contact the HOA before February 26.****

If you need more time to pay, it is the only payment plan option requiring an official request form and approval allowing a payment agreement - in 4–7-month increments. Payments will include interest on principal balance and a \$25 monthly payment plan fee. If you have an outstanding balance from previous years, or if you have defaulted on a payment plan in the past two years, you may not qualify for an extended payment plan. If you do not qualify for an extended plan, we will contact you by e-mail.

**K. How do I submit an Extended Payment Request:**

You may email [assessments@clubsienna.com](mailto:assessments@clubsienna.com) to request an Extended Payment Plan **before February 26**. Once the form is received:

- A payment plan agreement will be created and emailed to you for your review and signature.
- Payment plans are not effective until we receive a signed agreement. We will send confirmation upon receipt.
- Payments will include interest on unpaid assessment balance, applicable late fees, and a monthly payment plan fee of \$25 per month.
- **Payments are posted by DATE RECEIVED, not date submitted or postmark date.**

**L. When do you charge Late Fees/Interest?**

- January 31<sup>st</sup> – grace period ends. If payment is not received by this date, a no 10% interest is accrued on the unpaid assessment balance.
- After January 31<sup>st</sup> (considered Past Due). Past due reminder is sent via mail reflecting interest charged and unpaid balance. Resident is automatically placed on a 3-month Automatic payment plan (Section I, line item 2).
- After February 29 (Final 209). A 209 notice is sent by regular and certified mail. An \$80 admin fee, a \$30 late fee and 10% monthly interest are added to the assessment balance.
- After April 30<sup>th</sup> (Demand Letter). The account is sent to the attorney for a demand letter. Attorney's fees, late fee (\$30) and interest are charged.
- June 1<sup>st</sup> and forward – Attorney is authorized to proceed with expedited judicial foreclosure. Attorney's fees, late fee (\$30), and interest charged.

**M. How do I check to see if my payment has been applied to my account?**

To follow up on your payment, please email [assessments@clubsienna.com](mailto:assessments@clubsienna.com) or [Customerservice@clubsienna.com](mailto:Customerservice@clubsienna.com). You may also visit the Townsquare resident portal to view your assessment information (*see section M and N below*).

**N. Why don't I see my balance in the First Citizens Bank website?**

The bank website (First Citizens Bank) does not show the account balance due. It is only for payment processing.

**O. What is Townsquare? How do I access and register for the Townsquare resident portal?**

Townsquare is the resident portal in siennanet and serves as an information repository only where active residents can view current and historical assessment information. All third-party links including payment sites are accessible only on the community website, [www.siennanet.com](http://www.siennanet.com).

The link to the Townsquare resident portal is accessible via [www.siennanet.com](http://www.siennanet.com). Click "log in" located at the top right-hand corner of the welcome page. To register please click "Need to Register" and follow the prompts to complete your resident registration including entering your property account number, (see item B for information), and include the hyphen when entering your account number.

If you have just closed on your property, your account number will be assigned as soon as your title company sends in your official closing documents. Please check back within 7 business days after your closing date for this number.

**P. How can I view my current and historical assessment information?**

[www.siennanet.com](http://www.siennanet.com) > Home > click on Log In at the top right-hand corner of the screen and this will direct you to Townsquare. Log into Townsq > click on the arrow drop down next to your name (top right-hand corner) > select account.

- Log into your Townsquare account
- Click the drop-down arrow in the upper right-hand corner next to your name.
- Select 'Accounts' from the drop down or on the main screen of your page.
- The account screen comes up, select your property address, and the account history information will appear on the right side of the screen.
- Once the information has loaded, click "Ctrl" and the letter "P" at the same time.
- The print window will pop up and you can select to print it as a PDF and save it on your computer or send it to your printer.

**Q. Who can I contact to ensure my assessments are paid in full?**

You may email [assessments@clubsienna.com](mailto:assessments@clubsienna.com) to inquire about the status of your payment(s) or call 281/778-0778 Monday – Friday from 8-5 p.m. Allow 2 business days for an email response.

**R. My account is in Attorney or Bankruptcy status, who do I call?**

Accounts at the Attorney or in Bankruptcy must work with the attorney's office, Roberts Markel Weinberg Butler Hailey PC (RMWBH) for payments.

- Legal Accounts – Audrey Brown 713-830-2253 (Direct) or [abrown@rmwbh.com](mailto:abrown@rmwbh.com)
- Bankruptcy Accounts – Mary Shiloh 713-590-6497 (Direct) or [mshiloh@rmmwbh.com](mailto:mshiloh@rmmwbh.com)

