



## Welcome to Sienna!

On behalf of the Boards of Directors and the staff of the Sienna Residential Association (SRA), and the Sienna Community Association (SCA), congratulations on the purchase of your new home and on becoming a part of the Sienna community. This packet was developed to introduce you to all that Sienna has to offer and to provide you with helpful information about the community.

Sienna is a master-planned community that broke ground in 1996. The overall community is currently defined by nine (9) 'villages' - Anderson Springs, Avalon, Bees Creek, Sawmill Lake, Sienna Oaks, Shipman's Landing, Steep Bank East, Steep Bank West, Summerlake House and Waters Lake - that represent defined neighborhoods. The newer villages of Sawmill Lake and Sienna Oaks are part of the Sienna Community Association (SCA), with original, remaining villages making up the Sienna Residential Association (SRA). The Associations are staffed by the same on-site management team and residents within each association receive the same services and benefit from the same amenities and programming.

The Associations oversee and provide quality services that define Sienna including: exceptional landscaping and maintenance of common areas, outstanding recreational amenities, firm but reasonable deed restriction enforcement, modifications management, strong fiscal management, an expansive offering of community events and recreational programming.

To help you get started, we've included a Welcome Guide below. We highly recommend your first step be registering for our [Resident Portal](#), where you can manage your property account including setting up your contact information and review of your account balance, property modification requests, and if applicable, deed restriction issues.

Of special note - you will find your Association team onsite within the community in the Village of Waters Lake (9600 Scanlan Trace). If you have any additional questions, please do not hesitate to contact your Association office at 281/778-0778 and/or our Front Desk Coordinators at [frontdesk@clubsienna.com](mailto:frontdesk@clubsienna.com) or our Customer Service at [customerservice@clubsienna.com](mailto:customerservice@clubsienna.com). For Association and contact information click [here](#).

Sincerely,  
Sandra K. Denton, CMCA, LSM, PCAM  
General Manager

### The Essentials

To ensure a smooth transition into the community, please review and complete the following 'Essential' items. These steps are vital for setting up your account and accessing community resources.

- **Owner Information Form:** Please complete and submit this form to ensure you receive all Association correspondence. If your mailing address differs from your property address, please be sure to specify it here.
- **Tenant Registration Form:** If you are leasing your residence to others as well as your Owner Information Form, please complete the Tenant Registration Form for your tenants to gain access to the community amenities. Once submitted, we will provide specific instructions for your tenants.
- **Services and Utilities:** For your convenience, a full list of local providers can be found under Resource Library of the community website. To locate your Municipal Utility District (MUD), click [here](#).
- **Gated Residents:** Residents who live in a gated section of the community must complete the [Gated Resident Form](#) to receive gate access codes and register their vehicle(s) for electronic tag (E-Tag) access. Completing this form helps ensure accurate resident records and provides convenient entry through your community gates..
- **Townhome Residents:** Residents who live in [Sienna Townhomes](#), [Parkway Place](#) and [Forest Landing](#) neighborhoods are required to provide a current declarations page as proof of their homeowner's insurance policy within 30 days of closing and thereafter, on an annual basis. Please click on your

neighborhood links for more information.

- **Map (interactive):** Explore the parks, lakes, trails, schools, recreation centers, dining, shopping, and amenities that make Sienna feel like home. Use this map to discover the community, find your favorite spots, and get connected. Map information, amenities, businesses, and community features are subject to change without notice and are updated periodically.
- **Mailbox Info:** You may pick up your mailbox key at the Glenn Lakes USPS location at 3701 Glenn Lakes Ln, Missouri City, TX 77459. Contact the post office directly for specific instructions on necessary credentials to obtain your key(s).
- **Trash Service:** The Association is not responsible for trash services. Trash and recycle services are provided through your MUD or the City of Missouri City via the contract operator - Si Environmental/SiEnviro - and is included in your Water/Sewer statement. Contact SiEnviro at 832-490-1600..

## Community Governance & Rules

One of the main functions of any community association is to ensure that all units, residential and non-residential, are in compliance with the governing documents and any Deed Restriction Guidelines. In addition, the Boards of Directors are empowered to create guidelines, rules and regulations for the community. The Associations maintain full-time staff to assist residents with Deed Restriction enforcement and property modifications. Detailed community standards information for each Association is available online at Siennanet is on Siennanet (within resident portal under Documents).

- **Governing Documents:** The governing documents establish standards that ensure the community complies with defined rules and guidelines. Bylaws govern how the Association is managed and operates. You can view all Governing documents and Bylaws anytime on our community website:siennanet.com, under [Resource Library](#).
- **Policies and Guidelines:** Policies are formal rules that govern specific aspects of community living and are filed with the County. Guidelines clarify expectations and help ensure all changes align with the community's overall appearance. You can view the Policies and Guidelines anytime on our community website, siennanet.com, under [Resource Library](#).
- **Modifications:** All exterior home modifications require prior approval from the Architectural Review Committee (ARC). Information on [Guidelines](#) and Modification Application can be accessed on our community website, siennanet.com, under [Modifications](#).

## Communications

Clear communication is key to a positive resident experience. We provide a variety of tools to keep you in the loop and ensure consistent, two-way updates between the Association and the community.

- **Community website:** Click [HERE](#) to visit our community website, Siennanet. No login is required, as the platform is publicly accessible. I encourage you to explore the site to find information about our community, upcoming events, modification procedures, amenities, and access details, helpful links, and more. Personal log ins and passwords are required to access your resident portal (see previous information under The Essentials).
- **Residential Newsletter:** Each month, residents receive a home-delivered newsletter featuring essential Association updates, deed restriction info, and developer news. Stay connected with community events, fitness and tennis schedules, leisure classes, and local classifieds. A digital copy of the monthly newsletter is available on [Siennanet.com](#).
- **Electronic News Releases:** A digital supplement to our monthly newsletter, the Sienna E-News, features urgent updates and community news. Automatically sent to all residents registered on Smartwebs Resident Portal.
- **LED Marquees:** Located at the intersections of Sienna Parkway and Steep Bank Trace, Sienna Ranch Road and Sienna Springs Blvd., Sienna Parkway and Waters Lake Blvd., the LED marquees highlight date specific community events, including school information, sporting events, class registration, and community meetings.

## Technology & Portals

- **Smartwebs:** Click [HERE](#) to access the Smartwebs resident portal. You will be asked to select your Association name, which is listed in the opening paragraph of this email. You will also receive a follow-up email invitation to complete your registration. Once logged in, you can view and pay your annual assessments, review any deed-restriction notices, and submit additional modification information if needed.
- **Sienna LUKE:** Sienna LUKE is a free, user-friendly app available on the Apple App Store and Google Play. It makes reporting maintenance or deed-restriction issues quick and easy. Residents are encouraged to download the app—click [HERE](#) to access the QR code.
- **SOPHIA:** Sophia the Alligator is our AI Assistant on [Siennanet](#), available 24/7 to provide immediate help to residents. You can ask Sophia any questions about the Association or the community—no app or software download required.
- **SIENNA APP:** The Association utilizes a mobile access credential housed on your phone. This means that any resident, 10 years and above uses their smart phone to access the community pools, fitness centers and racquet courts instead of a Sienna ID card. You may also visit [Siennanet.com > Quick Links > Mobile Amenity Access Information](#) for more details.

## Events

The Association's community events are often family centric and fun for all ages. Sienna Signature events include parent/child dances, seasonal festivals & celebrations such as our holiday Giving Tree, concerts and so many more. Most are free to attend while some may require a minimal registration fee. Sienna's events are funded by the Sienna Community Funds (a ½ of 1% transfer fee on each home sale), meaning they are not part of your annual assessment. Stay updated on upcoming events via the Sienna App, the Residential Newsletter, community marquees, or Siennanet. Visit [Siennanet.com](http://Siennanet.com) > [Homepage](#) > [Newsletter/Events/Association](#) Info for the latest.

The Association plans and delivers a comprehensive calendar of community events and recreational programs each year that enrich and celebrate life in Sienna. These offerings are designed to reflect the community's diverse interests and encourage residents to connect with one another—whether through large-scale events such as concerts and festivals or smaller gatherings like leisure classes/leagues and social activities. Together, these events and programs play an important role in fostering Sienna's vibrant, active, and engaged community lifestyle.

## Recreation

We are proud to offer a vibrant, year-round that enhance "life" in Sienna every single day. activities, youth camps, and sports leagues designed to bring neighbors together and keep families active. Whether you want to cool off at one of our premier community pools, hit the tennis and racquet courts, explore miles of scenic trails, or rent a facility for a milestone celebration, exceptional lifestyle opportunities are always right in your backyard. We provide top-tier amenities for residents that they can enjoy every single day. Visit [Siennarec.com](http://Siennarec.com) for information on activities, pools, parks, fitness centers, facility rentals, Adult and Youth programming via leagues, classes and specialty activities.

• **Amenity Access:** As noted above, residents Amenity Access is provided via our mobile app, simply called, "Sienna." To obtain your mobile credentials for access to the pools, fitness centers and courts, please see instructions below. You may also find information on credentials by clicking [HERE](#).

- The first step in approving your sienna app access is building a profile for you. Complete the [Amenity Access Form](#) with yours' and other household members' information. Please make sure all information is included and photos are labeled with the person's name. If the form is complete, we will build a profile for you and your household members.
- The first two credentials are complimentary and additional credentials per additional household member for 10 years and above is available for a fee. Please click [HERE](#) to make the payment(s).
- After you submit the form - you to download the app and request resident access. This must be done by each listed household member with a cell phone and an email address.
- Search "Sienna" in your app store or you may click [HERE](#) to be directed to the Sienna app QR code.
- Install the app.
- Register your Account.

Upon validation of information and approval, an email will be sent to you with your temporary login credentials. **Do not attempt to log in to the Sienna App prior to approval and receiving your log in credentials via email. This will only result in an error message.**

• **Swimming in Sienna:** Sienna offers five premier swimming facilities: Steep Bank, Brushy Lake (lap lanes), Sienna Springs Resort, Sawmill Lake, and the Club Sienna Water Park, which features slides, a diving board, and a dedicated infant area. All pools operate full-time from June through August, with Brushy Lake and Sawmill Lake offering an extended season from March to November. For current operating hours and locations, please visit [Siennanet](http://Siennanet.com) or [Siennarec.com](http://Siennarec.com).

• **Brushy Lake and Sawmill Lake Fitness Centers:** Sienna features two premier fitness centers: Brushy Lake (10515 Shipman's Landing Dr | 281-778-3488) and Sawmill (10323 Mount Logan | 281-778-3866). Both offer top-tier equipment, personal training, and diverse classes, with schedules and rates available on the Sienna App or the Sienna Residential Newsletter. For private events, various rental facilities can be viewed and reserved at [Siennarec.com](http://Siennarec.com).

• **Racquet Sports:** For tennis and pickleball buffs, there are eight lighted tennis courts and four lighted pickleball courts located at the Club Sienna site. Access to the courts is via your Amenity Access Credential. In addition, residents can enroll in private or group lessons, leagues, seasonal camps and socials. For a detailed lesson schedule, visit [Siennarec.com](http://Siennarec.com) or contact the Association's Racquet Sports team at 281/778-6944.

• **Camp Sienna:** located off Camp Sienna Trail in Waters Lake Village, is a premier destination featuring fields for baseball, softball, football, and soccer, alongside basketball courts and miles of walking and horseback riding trails. Managed by the [Sienna Parks and Levee Improvement District \(SPLID\)](#), the complex also includes a playground, a Brazos River overlook, and an outdoor pavilion available for [private rentals](#). For more details, visit [SiennaLid.org](http://SiennaLid.org).

• **Much More:** Within Sienna, there are miles of walking trails and sidewalks. Trail maps and descriptions are located on Siennanet. There are also a number of playground and park areas in various neighborhoods, with the two largest play areas, including a sand volleyball courts located at Club Sienna and Sawmill Lake Club. All facility and park information is also located on Siennanet.

## Landscape & Maintenance

Most of the area maintenance in Sienna falls under the responsibility of the Associations. This department works closely with the developer, residents and contractors to ensure that our community is as beautiful as possible. There are some maintenance duties within the community that fall under the jurisdiction of other entities (CenterPoint, SiEnergy, MUDs, LIDs, Missouri City, etc.). The following descriptions provide details on some specific Association-maintained areas:

• **Entrance Monuments/Fountains:** Entrance monuments, lighting (brown ornamental, non-street lighting), fountains and landscape are the responsibility of the Association. If you notice damage, or a light is out, please notify the Association's Operations Coordinator at 281/778-4037, or via email at: [operations@clubsienna.com](mailto:operations@clubsienna.com).

• **Fences and Walls:** A large majority of the fencing and brick walls located along the parkways in Sienna are the responsibility of the Association. The fences enclosing the pool areas are the responsibility of the Association. Homeowners are responsible for fencing surrounding their property, including the interior of railroad walls, and these fences must be well maintained.

• **Sidewalks, Tunnels and Streets:** Homeowners are responsible for sidewalks adjacent to their property, while the Associations maintain those in common areas, greenbelts, and gated or private streets. Most public streets fall under the jurisdiction of Fort Bend County or the City of Missouri City. To

report street damage, contact [Fort Bend County Road and Bridges](mailto:R&Brequests@co.fort-bend.tx.us) at 281-342-4513 (R&Brequests@co.fort-bend.tx.us) or the City of Missouri City at 281-403-8577.

- **Streetlights:** The brown decorative light fixtures located along the parkway and in some neighborhoods are the responsibility of the Association. If one of these lights is out, please direct the issue to the Operations Department (281/778-4037). If a neighborhood street light is out (these are the silver light poles), please contact CenterPoint Energy at 713/207-2222. You must provide the 6-digit light pole number located on the base when reporting an outage.
- **Playgrounds, Statues, Benches and Parks:** All playground areas, statues, benches and parks are maintained by the Associations and their contractors. This includes all landscaping in these areas and other common areas along the parkway and neighborhood esplanades/islands.
- **Boulevard Landscaping:** The Associations contract with independent landscape companies to maintain the boulevards along the Parkway and within the community.
- **Lakes and Waterways:** Nearly all of the lakes and waterways found throughout Sienna are owned by the Sienna Parks and Levee Improvement District (SPLID), and/or a Municipal Utility District (MUD) and are maintained by the Associations for aesthetics.

## Getting Involved

Association volunteer committees and Task Forces make up an integral part of our community and ensure that the community thrives. The committees, comprised of Sienna residents and an Association staff liaison, assist the Associations with specific aspects of community operations and activities. These committees include:

Volunteer Committees

- **Finance Advisory:** The Finance Advisory Committee provides expertise and recommendations to the Boards on long term financial matters. Contact information is [MichaelD@clubsienna.com](mailto:MichaelD@clubsienna.com).
- **Hearing Advisory (HAC):** The HAC assists in maintaining consistent and fair deed restrictions within the community. The Committee reviews and determines whether fines should be imposed for various deed restrictions. Contact information is [DougM@clubsienna.com](mailto:DougM@clubsienna.com).
- **Landscape:** The Landscape Committee assists the Associations with representation plans and over- all landscape ideas. It also hosts a spring and fall flower and mulch sale, and judges our Yard of the Month throughout the year and the Holiday Decorations contest in the winter. Contact information is [AlejandraS@clubsienna.com](mailto:AlejandraS@clubsienna.com).
- **Modifications (MSC):** The Committee meets to approve or disapprove modifications, additions or alterations made on or to the residences and other improvements on the lots. It also develops guidelines for modifications, using the Builder Guidelines as a primary source, for recommendation to the Boards of Directors. Contact information is [MelanieB@clubsienna.com](mailto:MelanieB@clubsienna.com).
- **Gated Neighborhoods:** Comprised of resident volunteers within the gated neighborhood. [SandyD@clubsienna.com](mailto:SandyD@clubsienna.com) is the contact.
- **Village Reps:** Resident volunteers that serve as the primary liaisons between Boards and residents. May assist Association staff with special projects. Specific village rep contact information can be found in the attached document. Contact information is [CyndiH@clubsienna.com](mailto:CyndiH@clubsienna.com).

## Social Media

- **Facebook:** Residents can view and engage on community related information.
- **Instagram:** Residents can view community photos, videos, and stories.





**To learn more about the Association, simply scan the QR code for quick access to all relevant information.**

**Please visit [Siennanet.com](http://Siennanet.com) > Quick Links for a copy to print.**