



ASSOCIATION FAQ

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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.

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](#)), identify 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 Amber Rodarte at amberr@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 and those interested who qualify as members in good standing, are presented to the Board for an appointment at their next quarterly meeting. 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 Cyndi Hernandez at cyndih@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 Owner Input guidelines. For further information on the Owner 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. The gated neighborhoods have services beyond what the main SRA or SCA assessment includes, such as private streets and gate access equipment. Therefore, these neighborhoods pay an additional assessment for this specific service.

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.

Online payment to the Association's bank: <https://property.pay.firstcitizens.com>. Click "Pay Assessments." Accept the terms and conditions. Enter your Association ID (300 for SCA or 100 for SRA), Management ID (3137) and your property account number shown on your statement.

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

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 are located on the billing statement mailed to you. You can also find this information in the Smartwebs resident portal, 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 for further information or to inquire about account and payment plan eligibility.

How do I follow-up with my payment?

To verify your payment, please log in to the Smartwebs resident portal to access your assessment payment details.

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. 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 > 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 \$50), 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 just as with expenses you incurred for taking care of your house, costs increase such as utilities, insurance, labor rates, chemicals, etc. Throughout the budget process efforts are made to manage the expenses while maintaining the service levels the board and residents' desire.



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 the Associations' team with 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 costs \$220 if requested at least five business days before closing. The fee increases as the closing date approaches. A three-business day turnaround period is \$425. A same 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 (COC)?

The Associations use Homewise to serve our customers requesting a Certificate of Compliance. Please visit 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 inspection outcome does not delay or prevent the sale from closing through the Association; however, any unresolved non-compliant items or issues will transfer to 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 and the fee is \$160 for a five business days.



turnaround and \$375 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 the property's condition the day it is performed.

How long is the 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, 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?

Each time a property is sold, an administrative transfer fee is charged to cover the costs of providing the title company with necessary information, issuing welcome packages, setting up initial facility access credentials, and updating all relevant files and records. For property refinancing, an administrative fee is also payable to the Association.

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. Additionally, residents can find comprehensive information on Sienna's recreational activities and facility rentals at www.Siennarec.com.

Square is a simple and secure payment system that lets businesses accept payments online or through mobile devices. 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 Siennarec.com to view all events. When signing up for an event or recreation activity, you will be redirected to the payment site if a fee applies, or you can visit <https://www.teamsideline.com>.

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 are 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 > Forms > Amenity Access Form - Owner. Enter the information required, upload everyone's photos and submit them (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). Fees may apply for Credentials/IDs.

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, per household 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 Tenant Registration Form (TRF) indicating your current tenant's information and your new mailing address (this is imperative for you to receive important information in a timely manner). This form can be found online via Siennanet.com > Quick Links > Forms. 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, and your access credential/ID will be suspended.

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, Owners may submit for permanent Amenity Access Credentials by completing the Amenity Access Form-Owner. Temporary ID cards can be obtained at the Association Office during regular business hours (Monday - Friday, 8 a.m. - 5 p.m.; close 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, you can be added as an authorized occupant if your landlord or property owner completes a Tenant Registration Form. This form must list you as an authorized tenant, include your lease end date, and be submitted to the Association office.

After that, you can complete the online Amenity Access Form by going to Siennanet.com > Quick Links > Amenity Access Form - Tenant. Fill in the required details, upload photos for all household members, and submit the form. There is a \$35 fee for each mobile access credential issued for household members ages 10 and up.

Once submitted, you’ll receive confirmation that includes a link to the payment site. After completing the form, you can download the Sienna app and register. If everything on your Amenity Access Form is complete, we’ll review your submission and, once approved, you’ll receive an email with your login 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?

Download the app directly from your device’s app store or visit SiennaNet.com > Quick Links > Stay Connected to locate and scan the QR code for quick access.

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. To further assist residents in understanding Sienna's Community Standards, please visit Siennanet.com > Deed Restrictions for "Tips & Info".

How do I report deed restriction concerns and issues?

The Sienna Luke platform is a mobile application tool for all maintenance requests and deed restriction issues, streamlining work orders & task management, ensuring repairs and inspections are handled even more effectively. See QR codes at the end of this section.

How do I follow up on a reported deed restriction?

Please email the Community Standards team at 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 > Deed Restrictions.

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

The Covenants, Conditions & Restrictions (CC&Rs), also referred to as Deed Restrictions, 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 of 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&R 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.

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. For detailed information on car parking within Sienna, please reference the [Parking Policy](#) found within the Siennanet Resource Library.

If I make 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 governing 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 modification 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 be reviewed 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 > 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 building 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 of the file. Please contact the Association office at 281-778-0778 or email Modifications@clubsienna.com.

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?

Submission Deadline

To be considered at the next Modification Committee meeting, submit your application by the **second Wednesday prior to the meeting** with all required information and documentation. Complete applications will be placed on the agenda for review at the Modification Committee meeting the following week.

Committee Review Schedule

The volunteer Modification Committee reviews completed applications on the **third Wednesday of each month**.

Decision Notification

Whenever possible, decisions are emailed within two business days after the meeting.

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 has been completed, your refund will be processed and is typically received within 14-21 days, either by check mailed to you or as a refund to the credit card used for payment.

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

Please email modifications@clubsienna.com or call (281) 778-0778.

New Resident Information

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

Step 1: Review the New Homeowner Welcome Packet located on SiennaNet.com Quick Links for important information about amenity access and community resources.

Step 2: Complete the Amenity Access Form available on SiennaNet.com > Quick Links > Forms > Amenity Access Form.

Step 3: Submit the completed form along with a copy of your Closing Disclosure.

Step 4: We will create your profile and email instructions for downloading and registering on the Sienna App.

Step 5: Once registration is complete, we will review and approve your account and send your login credentials by email.

Please allow up to 72 business hours for processing. Please note that the Association typically receives closing information from title companies 10 to 14 days after closing, so including your Closing Disclosure helps expedite the process.

What is Siennanet.com?

Siennanet.com is the Associations' public community website and does not require a login. It offers helpful information about Sienna, Association policies and procedures, and resources for current, new, and prospective residents. Additional materials are available in the website's Resource Library.

I live in a gated community; what do I need to access the gates?

Please complete the online gate entry form via Siennanet.com > Quick Links Gate Code Request form. You may also email gates@clubsienna.com. Include your property address in your email.

What is the Sienna app?

The Sienna mobile app connects residents with community events, pool and fitness information, and amenity reservations. It also provides a personalized experience based on residents' interests.

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 or frontdesk@clubsienna.com

Address: 9600 Scanlan Trace, Missouri City, 77459

Office Hours: Monday-Friday 8-5 p.m., close 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. 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.

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.

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 and the website link to Fort Bend County. Gated neighborhoods are the responsibility of the Association and should be communicated to 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 or you can use the LUKE app. Visit Siennanet.com > Quick Links.

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. 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 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 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 responsible 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 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.

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.

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 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 Sienna LUKE app. To access this app, scan the QR code below. You may also email operations@clubsienna.com.

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

Please report the issue using the Sienna LUKE app. To access this app, scan the QR code below. You may also email operations@clubsienna.com.

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

Please report the issue using the Sienna LUKE app. To access this app, scan the QR code below. To access this app, text Sienna or contact the Operations team at 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 > Homepage > Did You Know section, and clicking on the newsletter 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 or visit 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, Sienna Oaks 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, Brushy Lake and Steep Bank pools operate on a "swim at your own risk" (SAYOR) basis 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 or on the Sienna app.

Can residents reserve the pool for parties?

Yes. Residents may reserve certain pools for private parties or smaller gatherings by visiting Siennarec.com > Rentals > Pools.

When are the pools open/closed?

You can find pool information (including the pool schedule) posted at 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 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

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 Pickleball or Tennis 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.

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 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.

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.

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 for residents. They are vetted, insured, and have contractual obligations to the Association to protect the membership.

Who do I contact for more information regarding Recreational activities?

You may email recreation@clubsienna.com for more information.

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.

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.

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. 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.

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

No problem! Email 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.

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 under Quick Links of the website. For further assistance, please email customerservice@clubsienna.com or call the Association office at 281/778-0778 or emailing 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.

Who manages the Trash Service

Your MUD/water bill includes trash service. Please contact the MUD's operator, SiEnviro for your trash carrier information at (832) 490-1600.

Where can I find utilities and services information

Please visit 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, Missouri City, 77459

Number – (281) 778-0778

Hours - Monday to Friday from 8-5 p.m., closed from 12-1 p.m.