

Dear Homeowner:

Welcome to Associa Sierra North. We have been selected to manage **Terreno Homeowners Association** and would like to take this opportunity to welcome you to Associa Sierra North and introduce ourselves.

Associa Sierra North is a professional community association management company that has served Northern Nevada Clients since 1988. Our main office is located at:

**10509 Professional Circle, Suite 200, Reno, NV 89521 • Phone: 775.626.7333**

Our office hours are weekdays between 8:00 a.m. to 5:00 p.m. In case of an emergency, we also provide a 24-hour answering service at 775.626.7333. An emergency is deemed to be a situation that directly threatens life or property. Non-emergency calls will be deferred until the next working day.

Please visit our website 24 hours a day, 7 days a week at [www.townsq.io](http://www.townsq.io) where you can:

- **Pay your assessments (\$65.00 PER MONTH)**
- Report any problems in your community
- Order sales or refinancing information

#### **PAYMENTS**

Associa Sierra North makes paying assessments as convenient as possible. Did you know that you can pay one month or the entire year with one coupon, on line, or by credit card? There are several options to make payments:

**Mail with Coupon to:**

**TERRENO HOMEOWNERS' ASSOCIATION**

c/o Associa Sierra North

P.O. Box 63515

Phoenix, Az 85082-3515

**Electronic Funds Transfer (EFT)** - The easiest and most efficient option for payment is EFT or Direct Debit. This automatically transfers the payment electronically from your bank account into the Association's bank account between the 5<sup>th</sup> and 10<sup>th</sup> of the month. No coupons required. There is a form enclosed if you wish to sign up for this program. Please note that owners who use EFT may not be sent annual payment coupons. However, if at any time you change your payment method and you need payment coupons, just contact Associa Sierra North.

**OnLine** – Associa has contracted with a third party to allow for credit card or e-check payments through the Associa Sierra North website TownSq. Please note that there is a service charge for each transaction.

**Bank Bill Pay** – You can use your online bill pay service through your bank. The check should be made payable to Sunset Bluffs and mailed to the address on the payment coupon (P.O. Box 63515, Phoenix, AZ 85082-3515). **Note, using this method, a coupon will not accompany your check. To assure your payment is processed properly without a coupon, the payment must include the account number, property address and legal owner's name of the unit.** Please note, if the bank receives a check without a coupon and the proper information, processing is delayed and late charges could apply.

#### **CHECK YOUR REAL-TIME ACCOUNT INFORMATION**

To check your real-time account information online, go to [www.townsq.io](http://www.townsq.io) and click on the **Homeowner** link located at the top of the home page. You will then need to register by entering your account number (located in the reference line of this letter), your last name or street address, and your email address. You will then be sent your initial login information to the email address specified.

**OWNER INFORMATION (Form enclosed, please complete and return)**

Enclosed is an Owner Information Form. For us to provide you with the best possible service please complete this form and return it to us at your earliest convenience. Be sure to include any tenant or rental agent information if you rent your unit. **This form also provides for email authorization, which allows you to receive association correspondence via email instead of U.S. mail.** Using email saves the association (and you) money, and you get information faster. By Nevada law, we must have a signed form on file in order to send you certain information via email in lieu of US mail. Please note that correspondence regarding your individual account will still be sent to you via US mail, but general correspondence, newsletters, notices and updates are what is sent via email. We hope you will consider signing up for this program.

If you had your payments deducted automatically from your checking account by the prior management company, it will no longer be applicable and a new form will need to be submitted. If you would like to enroll in this service now, please complete the enclosed **“Electronic Assessment Payment”** form and return it to our office for processing. Please note your account balance must be zero to enroll in this program.

Below you will find information pertaining to additional services provided to our Associa Sierra North customers:

**ASSOCIA ADVANTAGE<sup>®</sup>:** Is an unparalleled advancement in the association management industry in that Associa, Associa Sierra North locally, is the only firm that has the leverage nationwide to negotiate savings and discounts for our homeowners and associations with vendor partners such as Lowe’s, Terminix, Dell Computers, Pottery Barn and many others. Through these discounts both the association and homeowners can save on purchases made through exclusive savings available only to Associa’s professionally managed clients. For those homeowners seeking to maximize their savings, you can simply follow Associa Sierra North on Facebook where you can receive Associa Advantage ‘Deals of the Day’ in your newsfeed or register at [www.associaadvantage.com](http://www.associaadvantage.com). What makes this so special is that we provide this exclusively to our clients and at no charge for doing so.

**COMMUNITY WEBSITES:** You will be able to view your account histories and status online. You may also make payments online and look at work orders for your unit. In order to register you will be required to enter an account number, which will be mailed to you in your coupon book in the next few weeks.

For your convenience, we are listing the names of some of the Associa Sierra North Team Members who will be servicing your account. Any one of these professionals will be more than happy to answer any questions that you may have. You can reach your team members by calling 775.626.7333. Members of your team are:

- **Debora Costa, CMCA<sup>®</sup>, AMS<sup>®</sup> - President**
- **Dennis O’Brien - Community Association Manager**

Thank you choosing Associa Sierra North to professionally manage your community. We are here to serve you and provide you with the excellent service you deserve. Should you have any questions or concerns, please feel free to contact me at 775.626.7333. You may also contact your Community Manager, Dennis at [terreno@associasn.com](mailto:terreno@associasn.com) or 775.334.7438.

We are happy to welcome you to the Associa Sierra North family of professionally managed communities.

Very truly yours,

Debora Costa, CMCA<sup>®</sup>, AMS<sup>™</sup>  
President  
ASSOCIA SIERRA NORTH  
An Associa<sup>®</sup> Company

**Terreno Homeowners Association**

Website: [www.TownSq.io](http://www.TownSq.io); E-Mail: terreno@Associasn.com

**OWNER INFORMATION**

Information provided is for the exclusive use of the Association and will not be given away or sold for any other purpose.

Date: \_\_\_\_\_

**Owner(s) Name:** \_\_\_\_\_  
\_\_\_\_\_

**Property Physical Address:** \_\_\_\_\_  
\_\_\_\_\_

**Billing/Mailing Address:** \_\_\_\_\_  
\_\_\_\_\_

**Phones:** Hm \_\_\_\_\_ Wk. \_\_\_\_\_ Cell \_\_\_\_\_

**Rental Agent and/or Tenant Information** (use back side of this form if additional space is needed):  
**Owners are responsible to update the management office with current tenant information. This is for informational purposes only. Correspondence will be sent to the owner’s mailing address above.**

Agent Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Tenant Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Emergency Contact:**

Name: \_\_\_\_\_ Phone \_\_\_\_\_

**EMAIL AUTHORIZATION** - To enhance timely and effective communication between the Association and the unit owners, you have the option to receive correspondence via email in lieu of US Mail. Please complete below if you would like to receive email communications.

\_\_\_\_\_ Email \_\_\_\_\_ Email \_\_\_\_\_

\_\_\_\_\_ Homeowner Signature \_\_\_\_\_ Date \_\_\_\_\_

For Management Office Use Only: Date \_\_\_\_\_ Initial \_\_\_\_\_ Comments \_\_\_\_\_