



To our Valued Clients,

At Sierra Community Management, there is no higher priority than the health and wellness of our staff and our clients. Amid ongoing concerns around COVID-19, we are taking the necessary steps to ensure the health and safety of our customers and employees, while still serving your community management needs.

Effective Tuesday March 17, 2020 we will be closing both office locations to the public through Sunday April 5th and re-opening to the public on Monday April 6th. This date may be adjusted based on the recommended Covid-19 social distancing policies put in place by the Governmental agencies. The following are typical incidents where visiting our office may be needed and we have adopted the following policies to address your needs:

- **Payment of Assessments-** Assessments may be paid by any of the below options:
Mailed Payments-All payments should be made out in the name of your Homeowners Association and mailed to P.O. Box 97711 Las Vegas NV 89193. Please utilize the coupons previously provided to you. If you are in need of a coupon to send with your payment please email this request to info@sierracommunitymanagement.com.
On-Line Payments- Please visit our website at www.sierracommunitymanagement.com. Please select the **Homeowners** tab at the top of the page, then in the drop down select payments. You are then able to schedule a one-time payment or recurring payments. You will need to have your account number and community code. This can be found on your coupon statement. If you are in need of this information please email info@sierracommunitymanagement.com.
- **Keys, Remotes and Community Access Fobs-**These items can be charged to your assessment account or paid via Electronic Invoice and the items mailed to you. If you are in need of a key, remote or community access fob please email your community manager, community assistant or email your request to info@sierracommunitymanagement.com.
- **RFID Stickers-**If you are in need of RFID stickers for your vehicles please email your community manager, community assistant or email your request to info@sierracommunitymanagement.com. All forms will be sent to you in advance and must be completed in its entirety and returned to your community representative. An electronic invoice may be sent to you and upon receipt of payment we will contact you to set an appointment for placement of the RFID on your vehicle.
- **Resale Packages-** Please submit your request to info@sierracommunitymanagement.com. Resale packages may be paid via electronic invoice and either mailed or emailed to you.
- **Complaints/Questions/Work Order Requests-** If you need to register a complaint, have questions about your association or need to schedule needed repairs you can either email your community representative or call our office at (702) 754-6313. You can also submit complaints via the Sierra Community Management website.
- **Compliance Responses-** You can respond to compliance issues by logging into your account on the Sierra Community Management website, emailing your response to the email address listed on the letter received, or by mailing your compliance response to the Sierra Community Management office.

- **Architectural Submittals-** Please either mail your architectural submittal package to Sierra Community Management, 6280 S. Valley View Blvd. suite 310 Las Vegas NV 89118; or email them to your community representative. Also you can always email them to info@sierracommunitymanagement.com and they will be forwarded to the community manager.

We value our relationship with you and we sincerely hope this situation has minimal impact on you, your family and your business.

Sincerely,

Mandy Endelman

Mandy Endelman
President
Sierra Community Management