



January 9, 2015

Dear Fairways at Fieldcreek Ranch Homeowners Association, Inc. Member:

We're happy to be a part of your neighborhood! Terra West wants you to feel at home with our management team and the support staff that provides the essential services for your community. Terra West is pleased your community's board of directors has chosen us to protect, preserve and enhance the value of your community. Our professional managers will listen to your concerns, offer recommendations, act quickly to resolve problems, and will provide the highest level of customer service.

You can learn more about us from our website: www.terrawest.com. It's here where you can also access your own community's website to view your account in real time and obtain vital Owners association information.

Enclosed you will find some important information. Please review it carefully as it contains such material as:

- Account Statement - only included if your account is in good standing and not with outside collections
- Owner Information Form
- Association Website Access Instructions
- Payment Instructions/Options
- ACH/Direct Debit Application

Any previous balance carried forward from your former management company will be reflected on your next statement. Please note that your statement will only be included if your account is in good standing and not with outside collections.

If at any time, you need information about your account or community or if an emergency should arise, please call us at (775) 853-9777. This is your community's direct line to Terra West and we are accessible 24 hours a day, 7 days a week. You can also contact your community's management team:

Community Manager: Holly Bullock
Community Assistant: Alicia Ortega
Association E-mail: fairwaysatfieldcreekranch@terrawest.com

We are pleased to partner with you in the community and want you to feel that we are here to assist you any time.

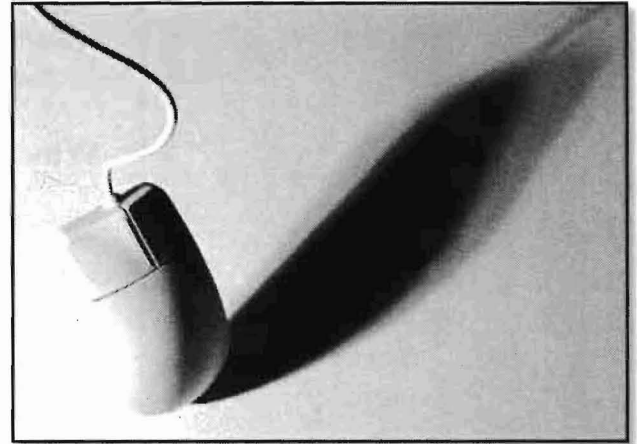
Sincerely,

Your Terra West Management Team

YOUR COMMUNITY ASSOCIATION WEBSITE

Terra West is proud to provide your community association with a FREE personalized website. You can access your account and personal compliance information, as well as copies of documents, minutes of meetings, financial information, community newsletters, architectural improvement applications and change of address forms.

Please visit **www.terrawest.com** and click the tab “Services” and select HOA Login from the menu. After clicking on “*Click here to obtain your Initial Login Information*”, you will need the last name of the primary Owner, your Terra West account number, and a valid email address. You will be emailed a user name, password, and link to the login page. You can always change your password once you have accessed the website.

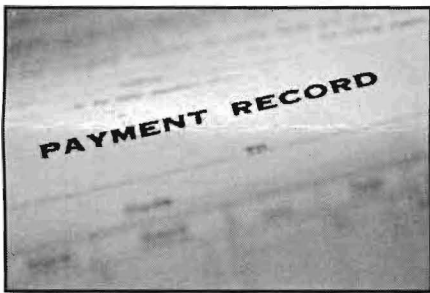


You can locate your account number on your new statement, which is included in the packet. If your statement is not included, please contact our accounting department and we can provide you with your account number over the phone or via email.

PAYMENT INSTRUCTIONS/OPTIONS

Beginning January 1, 2015 all assessment and other payments should be sent to the address below. Please reference your property address and/or account number on your check. You have been issued a new account number from Terra West so please do not use the account number from your previous management company.

The Fairways at Fieldcreek Ranch HOA
c/o Terra West Management Services
P.O. Box 61533
Phoenix, AZ 85082-1533



For your convenience, Terra West offers several payment options. You can pay by check, ACH/direct debit, or online via your association website. Payments made by check must be made payable to “*The Fairways at Fieldcreek Ranch HOA*” and sent to the address listed above. To make a payment online, please login to your community association website and click the “*Pay Now*” option. You will be asked for your credit card information so please make sure to have it ready. If the “*Pay Now*” option is not available, please contact the Terra West Accounting Department at **accounting@terrawest.com**.

If you were previously set up for direct debit with your prior management company, you will need to remit a separate payment for your next assessment and re-apply with Terra West Management Services. A direct debit application is enclosed and your account must be current to apply.

Assessments are due on the first day of each quarter (January 1st, April 1st, July 1st & October 1st) and are delinquent after the 10th of the month.

SIGN UP FOR AUTOMATIC PAYMENT



You can now sign up to pay your association assessment more conveniently, without having to write a check or mail an envelope. Here are some frequently asked questions you might find helpful:

What is the automatic payment program?

The automatic payment program allows you to pay your assessment by having it automatically withdrawn from your approved checking or savings account.

Who is eligible to join the program?

Any Owner with a valid checking or savings account and whose account is in good standing with the Owners association is eligible to join the program.

How do I sign up?

Complete the attached authorization agreement. If payment will be made from your checking account, include a voided check with your application. If payment will be made from your savings account, include a blank savings deposit slip. Be sure to include your bank's transit or routing number on the application. Return the completed agreement to Terra West Management Services and you will receive a notice of the enrollment start date. Please continue to make your regular payments until you receive confirmation of your enrollment. Please be advised that you are responsible to notify us immediately if your payment is not being withdrawn after having received a confirmation letter.

When is my account debited?

Your bank account will be debited on the 1st of every billing cycle. Unfortunately, this date cannot be changed. Should the assessment amount change due to budget adjustments, your withdrawal amount will change accordingly automatically; there is no need to re-submit your application.

What is a transit/routing number?

A transit or routing number identifies the location of your bank or other financial institution. It is the first nine digits, usually located at the bottom left corner of your check or savings deposit slip. If you cannot locate the transit/routing number for your account, your financial institution can assist you in identifying the correct numbers.

2400
91-548/1221
PAY TO THE ORDER OF: _____ \$ _____
DOLLARS
FOR _____
⑆ 22105278⑆ 6724301068⑆ 2400⑆
Routing Number Account Number Check Number

AUTHORIZATION AGREEMENT FOR AUTOMATIC PAYMENTS (ACH DEBITS)

Association Name: **The Fairways At Fieldcreek Ranch Homeowners Association, Inc.**

Terra West Account Number: _____

I (We) hereby authorize TERRA WEST MANAGEMENT SERVICES to initiate debit entries to my (our) Checking Account/Savings Account at the financial institution named below, and to debit the same to such account on the 1st of each billing cycle. I (We) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law. I (We) also understand that my (our) account must have a zero balance prior to any debit entries being initiated, and that my (our) application will be cancelled if the account balance is not zero within 90 days of receipt of original submission.

Bank Name: _____ Branch (if applicable): _____

Bank City: _____ Bank State: _____ Bank Zip: _____

Type of account (please select one): Checking Account Savings Account

Account Number: _____ Transit/Routing Number*: _____

PLEASE PROVIDE A PHOTOCOPY OF A CHECK OR A VOIDED CHECK WITH YOUR ACCOUNT NUMBER. IF USING A SAVINGS ACCOUNT, PROVIDE A BLANK DEPOSIT SLIP.

**You may need to verify with your financial institution the correct Transit/Routing number that should be used for automatic payments.*

This authorization is to remain in full force and effect until written notification from me (or either of us) has been received, in such time and such manner as to afford Terra West Management Services and your financial institution a reasonable opportunity to act upon it. Any payments returned by your financial institution will result in a returned payment fee assessed by your Owner association, cancellation of any future direct debits, and require a NEW submission of an ACH application.

Property Address:

Street Address: _____

Apt./Unit: _____ City: _____ State: _____ Zip: _____

Requested By:

Name (Print): _____

Signature: _____

Date: _____ Phone: _____

I hereby authorize to receive all ACH correspondence via E-mail: _____

All applications must be received prior to the 25th of the month to be enrolled for the next billing cycle. Applications must be submitted via fax to 702.251.4585 or sent via email to accounting@terrawest.com. Any changes or cancellations must be received 5 days prior to the date of withdrawal.

Owner Information Form



In an effort to better serve and safeguard our owners and residents, we ask each owner take a few minutes to fill out the information below. This material can assist us when a problem arises or in case of an emergency. Many times the detailed information we are asking for helps the Owners association to quickly resolve matters. This information remains confidential with Terra West.

We thank you in advance for taking the time to fill out this form and returning it to our office.

Owner Information (please print)

Association Name: The Fairways At Fieldcreek Ranch Homeowners Association, Inc.

Property Address: _____

Owner(s) Name (as it appears on title): _____

Mailing Address (if different from above): _____
(Street)

(City) (State) (Zip)

Home Phone: _____ Mobile Phone: _____

E-mail Address: _____

Emergency Contact Name: _____ Phone: _____

Owner Signature: _____

Occupancy Status

Live on Property

2nd Home

Investment Property

Property Management Company (if leased and applicable)

Company Name: _____

Manager's Name: _____

Address: _____
(Street) (City) (State) (Zip)

Phone: _____ E-mail Address: _____

PLEASE RETURN TO:
Terra West Management Services
6655 South Cimarron Road, Suite 200
Las Vegas, NV 89113
702-362-6262 | 702-362-5046 (fax)
www.terrawest.com



P.O. Box 80900
Las Vegas, Nevada 89180-0900

**IMPORTANT DOCUMENTS
ENCLOSED**

PRESCOTT
FIRST CLASS



U.S. POSTAGE >>> PITNEY BOWES



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12840 Silver Wolf Rd
Reno, NV 89511

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