



TERRA RESIDENTIAL SERVICES, INC. CRMC®
Houston's only Certified Residential Management Company
Specializing in Investment Brokerage & Management Since 1990

Terra Residential Services OWNER Website Portal

Many of you have been requesting more online and we have been listening. TRS is pleased to announce that we are now offering online electronic statements and documents. We now have our secure online OWNER PORTAL through our website at terraresidential.com where you will have the ability to view, print, and download your monthly statements, leases, insurance documents, annual inspections, pictures, and more. It has the ability to store your statements and documents. And the best of all, there are NO additional charges or fees to use this service. In fact, we prefer that you elect to stop your paper statements. In anticipation of you "Going Green" we have already uploaded some of the 2009 monthly statements, including at least the December Statement. The online December and January statements will be actual monthly statements instead of the long December and short January statements enclosed. All clients that we had a valid email for have been sent an email with instructions on how you can set up your account on our website. If you did not get an email or are not sure if we have your email, please send an email to notice@terraresidential.com and we will be sure to set you up so that you can logon.

Terra Residential Services is GOING GREEN !!

As announced last month, TRS is also making a change in our monthly Owner Statements beginning this month (January). We now have the ability to place a note on your statement that gives you the details of exactly what work was performed on a particular invoice. This note will replace the invoice copy (bill) that is presently sent with your paper statement (for those of you still receiving paper statements). In order to get you used to the change, we will have both the notes and the bills included in your statements from January through April. Starting in May, we will no longer provide the actual invoice copy with your statement. Rest assured, should you ever need a copy for a particular reason, we will retain electronic copies for at least five years. All other documents such as copies of leases, insurance declarations, etc. (but not the invoices) will be uploaded to the secure owner portal on our website. Should you elect to not set up an account online, you will need to contact us to receive paper or pdf copies of these documents.

Beginning in February, our monthly newsletter will ONLY be available in an online version or on our website. We'll send more details on this later.

Our desire is that you elect to receive your statements and all these documents electronically through our website Owner Portal and stop receiving the paper statements. If this is your desire, please send an email to notice@terraresidential.com and we'll stop the paper statements. Of course, all comments and suggestions are appreciated.



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