

Welcome to Glenmore!

Information for New Residents



Glenmore Community Association

Useful Contact Information:

GCA:	Email: gca@glenmore-community.org Website: glenmore-community.org
Police/Fire	Emergency - call 911 Non-emergency 977-9041
Water:	Albemarle County Service Authority 977-4511
Electricity:	Dominion Virginia Power (866) 366-4357 Central Virginia Electric Cooperative 263-8336
Cable/Phone/Internet:	Comcast (888) 266-2278
Phone/Internet:	CenturyLink 974-6928
Satellite TV:	ATT/DirecTV (877) 707-9769 Dish Network (855) 992-4558
Propane Gas:	Tiger Fuel 293-6157 Amerigas 295-4194 Foster Fuels 263-4500
Trash Collection:	County Waste 296-6000
Mail:	Keswick Post Office 295-5048
Gatehouse:	977-7019 or gatehouse@glenmore-community.org (If power is out use 960-6280)
Equestrian Center:	295-3276 or office@glenmorefarmec.com
Country Club:	817-0506
RV Lot:	295-7526

Welcome to Glenmore!

The Glenmore Community Association (GCA) welcomes you to our beautiful community. We hope you will find this information useful.

What is the GCA?

The GCA is your homeowners' association. All residential lot and property owners are automatically members and pay twice-yearly assessments (dues) each March 1st and September 1st. Renters are also members, though they have no voting rights and pay no dues. The primary role of the association is to manage and maintain the gatehouse, common areas and roads, and enforce governing regulations. If you purchased your property, you should have received a Disclosure Packet at that time, including the governing documents which you acknowledged and agreed to abide by. Some of the more important considerations are included later in this booklet on page 7.

Keeping in Touch

The GCA tries to keep in touch with residents through its monthly email Newsletter, occasional other emails, and the GCA website, all of which is overseen by the **Communications Committee**. If you have not already done so, you should sign up now at our website www.glenmore-community.org to register for our email list. While registering, we encourage owners to opt for electronic delivery of documents, which includes dues invoices, meeting invitation packets, and on-line voting – this avoids the cost and complexity of us having to mail these to you.

The website also contains useful reference information, including an events calendar, board and committee member details, application forms, newsletters, meeting minutes, regulations, legal documents, and maps. Additionally, it provides **on-line access to update your gatehouse information**, including your visitors, permanent guests, vehicles, and the residents' directory. You can use the website to find answers to a lot of frequently asked questions (FAQs) which are not covered in this booklet, such as "who do I contact to repair my mailbox?"

Since the GCA does not use a management company, we have no office or phone number. However, you can use the website to contact someone from

the GCA directly. If in doubt, you can always email gca@glenmore-community.org and it will be forwarded promptly to the appropriate person.

Although it has no affiliation with the GCA, many of our residents have signed up to “Nextdoor Glenmore”, a social website which provides the means for Glenmore neighbors to communicate freely with each other about any topic, as well as share recommendations, events, and items for sale. You can check this out at www.nextdoor.com.

Does the GCA have a Property Manager?

No, the GCA is run by a volunteer **Board of Directors**, six of whom are elected for staggered two-year terms, and the seventh is appointed by the owner of the Glenmore Country Club. The board elects its officers each year, including President, Vice-President, Secretary, and Treasurer. The day-to-day administration is in the hands of a part-time staff of five residents who receive a small compensation for their time. This approach has enabled the association to keep its operating expenses to a minimum. Details of board members and part-time staff can be found on our website, www.glenmore-community.org.

Gatehouse

Our gatehouse is staffed 24 hours a day, and is one of the largest items of expense paid from your annual dues. We contract with Securitas to provide the staffing, training, certification, and uniforms. There is a full time gatehouse manager who is available on weekdays. The operation is overseen by the **Security Committee**.

You should register your household vehicles with the gatehouse to provide automated entry using our License Plate Recognition (LPR) technology. Once your plate is entered into the system, you can use the resident’s lane. There is no charge for this. Approach the gate at a gentle steady speed (you don’t need to stop), and when the camera has recognized your plate, the green light will come on and the gate will open. Make sure you continue right up to the gate so your rear plate can be captured. If you don’t see the green light, then stop and ask for assistance. In addition to their own vehicles, each residence may register up to six vehicles belonging to Permanent Guests who may also use this lane. Don’t forget to update your information if you change your vehicle or plates — you can do this on-line or by calling the gatehouse.

You may designate any number of relatives or trusted regular visitors to be on your '**Permanent Guest List**'. This authorizes the gatehouse to allow them entry to the community at any time without prior notification and without contacting you. For all other expected visitors you should notify the gatehouse in advance - they will not be permitted entry without authorization from you.

The best way of notifying the gatehouse is on-line via the **gatehouse information** section of our website, *www.glenmore-community.org*. You will be asked to set up a password the first time to access this data. In addition to notifying the gatehouse about any visitors, you may add, edit, or delete your contact information, phone numbers, permanent guests, vehicles, resident family members, or notification of absence periods. You can also access the on-line **directory of residents** with phone numbers and email addresses. Entries made on-line will automatically update the information available to the gatehouse staff. Alternatively, you may call the gatehouse on **977-7019** or email them at *gatehouse@glenmore-community.org*. Bear in mind that emails may not be responded to immediately, so directly updating your information on-line is preferred when appropriate.

Glenmore Roads

The second largest item of expense funded by your dues is the maintenance of our roads. Roads within Glenmore are private, and are owned by the GCA on behalf of our residents (with the exception of new roads under development). The GCA strives to maintain the roads in excellent condition, but it is a very expensive operation. Every year sections of the community are re-paved, sealed, or repaired. Snow-clearing is also provided. The **Roads Committee** is responsible for these tasks.

The speed limit throughout Glenmore is 25 MPH. Please make sure that you and your visitors comply with this. Golf carts also have the right to use our roads - be careful when overtaking, and drive particularly slowly when passing riders on horseback.

Parking on the grass or on the medians causes damage, and should be avoided. In particular please ensure contractors' trucks do not park on any grass. Overnight parking of any vehicles on roads is prohibited.

Common Areas

The third category of significant expenditure is the maintenance of common areas. These areas are managed by a committee of residents known as the **Common Area Review Board (CARB)**, which has established policies relating to their use and maintenance. Some grassed areas are routinely mown, such as center medians, shoulders of roads, and the Glenmore Way area. Others areas, primarily wooded, are left for nature to take its course. Park areas, landscaped beds, decorative trees, and walking paths are routinely maintained, as are traffic and other signs. Ponds and storm-water infrastructure are managed and maintained by the separate **Water Resources Committee**.

There are 'country trails' through Glenmore common areas which are used by both walkers and horse riders. No motorized vehicles are allowed on these, and dogs need to be under control at all times. The trail section along the Rivanna River is open to the public as part of the county's Rivanna Trail, and is managed by the county's Parks & Recreation department. A map is available on the GCA website showing the location of the country trails.

Equestrian Center

The 61 acres of land comprising the Glenmore Farm Equestrian Center was purchased in August 2014 by the GCA following a vote of residents, and is now part of the GCA common area. The purchase ensures that this land will be protected from the risk of unwanted development, and can continue to provide a pastoral ambience to the community.

The Equestrian Center is independently operated by Glenmore Farm Inc., a wholly-owned subsidiary of the GCA which leases the property from the GCA. Its board of directors is comprised of resident volunteers elected annually by the GCA board. It is run as a self-sufficient amenity to residents and their families, and offers stable and field boarding of horses, riding lessons, show participation, and occasional events. Non-residents also use the facility. The Center is run by a full time manager and support staff. Equestrian centers can be dangerous places - please contact the office before entering the premises.

Compliance with Regulations

The Covenants & Restrictions of Glenmore (C&Rs), which you agreed to comply with when you purchased your property, require that you maintain your

property in good condition, and meet a number of other requirements. A copy of the C&Rs is available on our website, www.glenmore-community.org, together with other GCA regulations. Although you are encouraged to read these, the following is a summary of some of the more common requirements which can cause issues:

- You are expected to maintain your property, including mowing the lawn up to the roadway, trimming the trees and bushes as needed, and removing weeds.
- Addition of structures, modifications to the exterior of your property, removal of trees over 6" diameter, or landscaping modifications must be approved in advance by the ARC (see later).
- Maintenance of your mailbox and its post is your responsibility, but must conform to the approved Glenmore design, size, and color.
- All toys and sporting equipment need to be put away at night.
- No mobile homes, trailers, campers, dune buggies, or boats may be parked on any residential property. The RV Lot is available for long term storage for a fee.
- Pets not on the property of the owner need to be under leash or totally controlled at all times. Waste matter must be picked up when being walked.
- No signs of any kind are allowed on Glenmore lots.
- Garbage cans, fuel tanks, electric and gas meters, air conditioning units, and other unsightly objects need to be stored in a screened area or in your garage.
- No cars may be parked on the street overnight. Each owner is required to park all vehicles in the garage or driveway.
- Trash containers should be put out to the street no earlier than 6 pm on the day prior to pick-up, and removed as soon as possible after pick-up .

Although most residents have no problem complying with these requirements, occasional situations will arise where an owner may fail to do so. Most

often this is associated with neglect of the external appearance of the house or yard. Residents are encouraged to talk to their neighbors if such a situation exists, but if this is not successful you may report a potential issue to the GCA's **Compliance Committee** (complicance@glenmore-community.org), which will review the situation and, if appropriate, take steps to remedy it with the owner on behalf of the community. The GCA Board of Directors has broad powers to enforce corrections, but fortunately most problems are resolved amicably with the owner.

Trash Collection

You are responsible for contracting your own trash removal with **County Waste**, which is the only trash collection business authorized to enter Glenmore. They pick up regular trash each **Wednesday**, which is sent to a mixed-stream recycling facility that extracts recyclable materials using a semi-automated process. However, residents are also encouraged to sort their own recyclable materials into a separate (optional) container, which is collected each **Monday** at no extra charge. This results in increased recovery of clean reusable materials. County Waste can be contacted at 296-6000.

Contractor Hours

Commercial construction and lawn maintenance contractors are permitted entry only on weekdays between 7AM and 7PM (or dusk during daylight savings time) and on Saturdays between 8 AM and 4PM. No entry is allowed on Sundays.

Clean-Ups

The GCA provides, at no additional cost, three clean-up services for residents. Dates of these services are announced in the GCA Newsletter:

- Limb and Branch Pickup – roadside collection in the spring and fall from of fallen branches
- Leaf Pickup – yearly roadside collection in the fall of leaf piles
- Christmas Tree Pickup - provided each January as part of County Waste trash collection

Utilities

All Glenmore homes are serviced by both cable (Comcast) and phone lines with optional fiber-optic cable (CenturyLink). Both suppliers provide high-speed internet and phone, so you have a choice of provider for those. Comcast also provides television, while satellite is available for those using CenturyLink. We do not have natural gas supply lines, so home heating is either by means of buried propane gas tanks or electricity.

Scottish Homes and Bremerton Cottages

If you live in either of these communities you are also members of your own local homeowners association, and are required to pay additional dues to it. They are established primarily to provide for communal maintenance of private lots, and maintenance of the local common areas. The common areas in these sections are jointly owned with the GCA, and are subject to joint maintenance agreements, by which the local association pays for lawn mowing, and the GCA is responsible for most of the other maintenance. When you sign up for GCA emails, you will also receive email communications from your local association. A special section of the GCA website is devoted to these two communities.

Security

Although the gatehouse provides some control over vehicular entry, it does not in itself guarantee security of residents. Neither does it prevent people entering the community by foot elsewhere. We do not have our own police force, and the gatehouse security officers are not authorized to act as police. Although the incidence of crime in Glenmore is low, we are not immune to it. So in the event of a suspected criminal activity, first call the police on 911, and subsequently let the gatehouse know. For reporting of non-emergency situations to the police, call 977-9041.

We maintain good relations with the County of Albemarle Police Department through our **Security Committee**. We have installed security cameras on both inbound and outbound lanes at the entrance to Glenmore, which the police may access when investigating an incident. We also contract for police officers to patrol the community at night from time to time.

Architectural & Landscaping Approvals

Glenmore has a two-tier process for approval of architectural and landscape plans or modifications, both administered by the GCA:

New construction must be approved by the **Architectural Review Board (ARB)**. The ARB must approve all new construction and landscaping plans for undeveloped lots. The board is guided by professional building and landscape architects, whose services are paid from application fees. Contact information is available on the GCA website.

Modifications to existing buildings and landscaping must be approved by the **Architectural Review Committee (ARC)**. Approval is required for anything affecting the outside appearance of the property, such as changing exterior colors, removal of trees over 6" diameter, landscape modifications, building extensions, decks, and pools. There is no application fee for modifications. Contact information and an application form are available on the GCA website.

Country Club

The Glenmore Country Club is privately owned and operated, and has no direct affiliation with the GCA, other than its appointment of one of the GCA board members. It offers different levels of membership, encompassing social, fitness, tennis, swimming, and golf. The community benefits from its presence, so the GCA strives to work in cooperation with it. Because of the volume of traffic associated with its operation, the Country Club pays 25% of the cost of staffing the gatehouse and maintaining the stretch of road between the gatehouse and Piper Way.

RV Lot

The RV Lot provides the ability to conveniently store your RV, boat, or other large item for a fee. It is also privately owned. You may call the RV lot owner on 971-9971.

Soccer Field

The soccer field off Carroll Creek road, near the waste water treatment plant, is available for residents to use. If you use this for exercising your dog, please be sure to pick up any waste afterwards, as it is also used as a play area.

Social Events

Because the community contains an active country club which runs a wide range of social events and clubs, the GCA does not generally organize such activities. Please contact the Glenmore Country Club for details.

New Residents Welcome Reception

Twice a year the GCA and Country Club hold a joint reception for residents who have recently moved into the community. This provides an opportunity to learn more about the workings of both the GCA and the club, as well as meet other new residents and compare experiences.

GCA Finances

The operations of the GCA are financed primarily from dues, which are mandatory for Glenmore property owners, who all pay the same amount per lot, plus a contribution from the Glenmore County Club. The GCA board prepares a budget each year, and is assisted in this task by the **Budget and Finance Committee**. A portion of dues collected is used to contribute to Reserve Funding, which is designed to meet large infrequent or unexpected one-off expenditures.

GCA Meetings

The GCA Board of Directors meets on the third Thursday of each month, at 7PM in the Glenmore County Club. Residents are welcome to attend, and may address the board members on any issue. The meeting agenda is posted on our website a few days in advance. The board also holds work sessions on the Wednesday two weeks prior to each board meeting, which members may attend, but are not able to address the board.

The annual meeting of the Association, to which all members are invited, takes place in February each year. Elections are held at this meeting for three Directors, each serving a two-year term, for which advanced voting on-line and by ballot is made available to members.

You are encouraged to consider volunteering for a position on one of the GCA's many committees (or the board itself) once you have settled into the community – new residents can provide useful knowledge and insights.

Published by:

Glenmore Community Association Inc.
PO Box 93
Keswick, VA 22947

gca@glenmore-community.org

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