



July 14, 2024

Dear Glenmore Resident with a TownSq Account,

RE: What's Up with the Resident's Directory

Background. In January 2023, the original GCA Resident's Directory was deactivated due to compatibility issues with newer operating systems and non-compliance with current privacy standards during an update to the gate entry system.

Restoring the Residents Directory was initially perceived as a straightforward task but evolved into a critical component of addressing Strategic Action E, GCA Treasurer's Report 2024 ([3rd page](#)) to implement information technology (IT) systems and tools that enhance processes, ensure data security, mitigate risk, and streamline operations by consolidating systems into commercially available, vendor-supported tools.

Additionally, compliance with the [VA Property Owners Association Act \(POAA\) §55.1-1817](#) necessitates providing a reasonable, effective, and free method for lot owners to communicate within the Association.

Following an extensive evaluation period involving various applications, platforms, and content management systems, the GCA decided to expand the use of the existing TownSq.io platform/application. TownSq not only includes a resident's directory and forum, but also seamlessly integrates with Associa's secure database, managing resident information, financial affairs, and contractual matters for the Glenmore Community Association.

Expanding the use of TownSq consolidates the GCA's data sources, enhancing efficiency in interactions among residents, the Board, and the management team, all at no additional cost to the community.

TownSq operates as an **opt-in platform**, requiring you to sign up or sign in and select your preferences. Participation in the Residents Directory **is also voluntary**, ensuring you have active control over the sharing of your contact details.

The accuracy of the new Residents Directory relies on the information you provide. Our objective is to compile contact details for every household in Glenmore, facilitating effective community-wide communications.

Updating your Residents Directory Listing. Starting this week and continuing through the summer and fall, all GCA communications will migrate to TownSq, establishing it as a secure portal for accessing '**all things Glenmore**'.

The first step in this process is updating current contact information by residents who a TownSq account.

Action Required: To create a viable resident directory, we need your cooperation:

- Sign-in to your TownSq account (Use your email and password at app.townsq.io/login)
- Review and update your contact information to ensure its accuracy, and

- Set your preferences to include your contact information in the Residents Directory, receive GCA communications, and messages from the Associa management team using the *Step-by-Step Guide to Update Your Contact Information for the Residents Directory & Set Your TownSq Preferences*

More about TownSq. Apart from updating your contact information, take a moment to explore TownSq's features:

- Make GCA assessment payments.
- Review messages and send private messages to the Associa management team.
- Stay informed with News, Events, and the community calendar.
- Access GCA governing documents and meeting minutes.

Finally, TownSq is accessible via desktop/laptop at app.townsq.io/login or through the app on your tablet or smartphone (available at your preferred app store). It's a secure, password-protected platform that you can manage anytime, anywhere.

Update your contact information for the Residents Directory and set your TownSq preferences.

To download [A Step-by-Step Guide to Update Contact Information and Set Preferences](#)

and [Step-by Step Guide to Create Listing for Co-Owner.](#)

If you have questions or need assistance,

*text Nancy Gansneder, [434-242-0017](tel:434-242-0017) or communications@glenmore-community.org or
text Dottie Martin, [434-971-7081](tel:434-971-7081) or dgmartin@earthlink.net*

We look forward to finding your contact information in the Residents Directory and your active use of TownSq to interact and connect with the Glenmore community.

For the Community Engagement Committee, the GCA Board of Directors and our Associa management team, thank you for your help in making this important transition.

Warm regards,

Nancy Gansneder

Nancy Gansneder
Chair, Community Engagement

Note: You may have a both a TownSq and Constant Contact account, if so, you will receive this message via each of these platforms. When you tire of receiving duplicate messages, please unsubscribe from Constant Contact using the link below.