

Welcome to Glenmore!

New Residents Information Manual



Revised August 2020

Glenmore Community Association

Useful Contact Information:

GCA: Email: gca@glenmore-community.org
Website: www.glenmore-community.org

Management Company: Associa Community Group
Property Manager, Tim Durer, CMCA
1524 Insurance Lane, Suite C
Charlottesville, Virginia 22911
424-984-0700 (o) / 434-984-1211 (f)
Tdurrer@Communitygroup.com
MBurch@Communitygroup.com

Police/Fire Emergency - call 911
Non-emergency (434) 977-9041

Water: Albemarle County Service Authority @ (434) 977-4511

Electricity: Dominion Virginia Power (866) 366-4357
Central Virginia Electric Cooperative (434) 263-8336

Cable/Phone/Internet: Comcast/Xfinity (888) 266-2278 or (800) 266-2278

Phone/Internet: CenturyLink (434) 265-5128

Satellite TV: ATT/DirecTV (855) 833-4388
Dish Network (800) 803-3388

Propane Gas: Tiger Fuel (434) 293-6157
Amerigas (434) 295-4194
Foster Fuels (434) 975-2345

Trash Collection: GFL Environmental (aka County Waste) (434) 296-6000

Mail: Keswick Post Office (800) 275-8777

Gatehouse: (434) 977-7019 or gatehouse@glenmore-community.org

Glenmore Country Club: (434) 817-0506

RV Lot: (434) 242-9432

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 (HOA), and we comply with all of the statutes of the Virginia Property Owners' Association Act. All residential lot and property owners are automatically members. Each pays a semi-annual assessments (dues) due every 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, a Disclosure Packet was provided at that time. It included 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. ***IT IS EXTREMELY IMPORTANT THAT YOU FULLY REVIEW THIS DOCUMENTATION PRIOR TO MAKING ANY MODIFICATIONS TO YOUR PROPERTY.***

Being a member of the GCA provides each member access to various amenities offered including the recreation fields & courts, the dog park, the playground, walking paths, and the extensive network of trails winding throughout the community. All common areas are maintained by the GCA and are for the enjoyment of each and every authorized member. Although the Equestrian Center is owned by the GCA, the property is leased and should not be accessed without approval of the tenant.

We welcome you to our beautiful community and hope you enjoy all that it offers!

Keeping in Touch

The GCA tries to keep in touch with residents through our twice monthly electronic Glenmore Newsletter, occasional other emails, and the GCA website. If you have not already done so, it is strongly recommended that you sign up to receive emails by [clicking here](#) or visit the [News & Events](#) section of our website at <http://www.glenmore-community.org> to register for our email list.

The website also contains useful reference information, including an events calendar, board and committee member details, application forms, prior 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?"

The GCA has transitioned from an organization run by residents to one operated by an external management company. We contract with [Associa Community Group](#) to run the daily operation of the community with oversight by the Board of Directors. You can contact Associa at tdurrer@communitygroup.com or by phone at 434-984-0700. You may also use the website to contact Associa, or the various GCA Boards, or the GCA Board of Directors (BoD) 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.

Who Runs the GCA?

Per the Virginia Property Owners' Association Act and our Governance Documents, 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 Club at Glenmore. The board elects its officers each year, including President, Vice-President, Secretary, and Treasurer. The accounting functions are managed by our management company, Associa Community Group. 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 the largest single expense paid from your annual dues. We contract with [Securitas](#) to provide the staffing, training, certification, and uniforms. A full-time gatehouse manager, Charlotte Harmon, is available on weekdays. The operation is overseen by the GCA **Security Committee**.

You are required to register your household vehicles with the gatehouse if automated entry using our License Plate Recognition (LPR) technology is desired. Once your plate is entered into the system, you can use the resident's lane. This service is included as part of your annual dues. Please approach the gate at a slow gentle speed. You will need to stop at the gate arm. 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, ask for assistance. In addition to your 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 license plates. It is preferred that you complete this process on-line at the link above however if you have problems you may also contact the gatehouse. Due to the other gatehouse responsibilities, the fastest and most accurate method is on-line.

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 security purposes, this does not include contractors as we don't want them entering Glenmore unless they are directly supporting you. You must use the CAMS system to allow access for contractors for the dates they will be servicing your residence. For all other 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 and used by the resident's gate LPR system. Alternatively, you may call the gatehouse on **(434) 977-7019** or email them at gatehouse@glenmore-community.org. Bear in mind that during busy periods, phones may not be answered, and emails may not be responded to immediately, so updating your information on-line is always the preferred method.

Glenmore Roads

The second largest item of expense funded by your dues is the maintenance of our roads. All roads within Glenmore are private. They are owned by the GCA on behalf of our residents. There are a few roads, within construction areas, which are not yet owned by the GCA but will become GCA responsibility as construction of new residences is completed. The GCA strives to maintain all roads in excellent condition, but ongoing maintenance is a costly operation. Each year various sections of the community are either re-paved, sealed, or repaired. Snow-clearing on all GCA roads is also provided. The GCA **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 limit. Although the roads are private, the Albemarle County Police do patrol the area and maintain the ability to issue traffic citations. Please drive carefully, there are children, pedestrians, bikers, and golf carts that share the roads.

Golf carts and horses have the right to use our roads and are very common in our community. Please be careful when overtaking, especially around blind corners and hills.

Parking on the grass or medians causes damage and is prohibited. Please ensure your contractors' trucks do not park on any grass. Overnight parking of any vehicles (including resident vehicles and guests) on our 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 GCA [Common Area Review Board \(CARB\)](#), which has established policies relating to their use and maintenance. Some grassed areas are routinely maintained, such as center medians, shoulders of roads, hiking trails, and the Glenmore Way area. Other areas, open pasture and wooded areas, are not maintained leaving 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 GCA **Water Resources Committee**.

There are roughly 7.5 miles of 'country trails' through Glenmore common areas which are used by both walkers and horse riders. No motorized vehicles, except Class I electric bicycles, are allowed on these trails. Dogs need to be under control at all times. Walking off leash is at the risk of the owner and strongly discouraged by the GCA Homeowners Association (HOA). The trail section along the Rivanna River is open to the public as part of the Albemarle County Rivanna Trail. This area is managed by the County's Parks & Recreation department. If you find any fallen trees or other hazards on this trail, please contact Parks & Rec. A map is available on the GCA website showing the location of the county trails.

Equestrian Center

The 61 acres of land comprising the Glenmore Farm Equestrian Center was purchased by the GCA in August 2014 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 leased and independently operated and have the authority to operate the property for their private use. Entering the property without proper authorization is dangerous and considered trespassing.

The Equestrian Center has many hazards including but not limited to the horses. Please contact the office before entering the premises and PLEASE do not enter any of the fenced paddocks to pet the horses!

Heron Point offers stable and field boarding of horses, riding lessons, show participation, and occasional events. If you are interested in boarding, riding lessons or other services, please contact Abbie Sullivan Wright by sending her a text message to (561)216-9392.

Compliance with Regulations

When each resident acquires their home or property, they agree to comply with the Covenants & Restrictions (C&Rs) and other governing documents and guidelines of the Glenmore Community Association. These documents require you maintain your property in good condition and also meet several other requirements of the community. A copy

of the [C&Rs was provided with your closing documents and is available on our website together with other GCA regulations](#). You are encouraged to familiarize yourself with these documents. 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 GCA design, size, and color (see the GCA Website).
- 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 (see the GCA Website).
- Any dog that is not on your property must be leashed with the exception of while they are in the dog park. Waste matter must be picked up when being walked and disposed of properly.
- No signs of any kind are allowed on Glenmore lots, either improved or vacant.
- 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. Owners must park all vehicles in the garage or on the 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.

Residents typically find compliance with the C&Rs easy. Occasionally 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 speak with their neighbors if a non-compliance issue should arise, but if this is not successful you may report a potential issue to the GCA **Compliance Committee** (compliance@glenmore-community.org), which will review the situation. If appropriate, the committee will take steps to remedy the non-compliance issue with the owner on behalf of the community. The GCA Board of Directors has broad powers to enforce corrections, but strives to settle all problems amicably.

Trash Collection

You are responsible for contracting your own trash removal with GFL Environmental (was [County Waste](#)), which is the only trash collection business authorized to enter Glenmore. They pick up trash and recyclables each **Monday**. At the end of each service day, please remember to move your trash can into your screened storage area or garage per C&R requirements.

Additional GCA Funded Refuse Services

The GCA provides, at no additional cost, clean-up services for residents. Specific 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, and occasional additional pickups after a major storm.
- Leaf Pickup – yearly roadside collection of leaf piles in the late fall.
- Christmas Tree Pickup - provided each January as part of County Waste trash collection.

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 unless for emergency purposes. Please ensure the gatehouse is notified of the emergency to ensure off-hour access. If you have any concerns with hours worked or have other concerns pertaining to contractors, please contact the GCA Security Committee at security@glenmore-community.org

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. Comcast also provides television. Satellite is also available for those using CenturyLink or other providers. We do not have natural gas supply lines, so home heating is either by means of buried propane gas tanks or electricity. Please see page 1 for contact information for these utility providers.

Scottish Homes Association (SHA), Bremerton Cottages Association (BCA), Glenmore Highlands Association

If you live in either of these communities, you are also members of your own local homeowners' association. These sub-associations comply with all GCA rules but also maintain additional regulations. This includes a requirement to pay additional dues. These dues are established by each sub-association and not regulated by the GCA. They are primarily established to provide for communal maintenance of private lots and local common areas. The common areas in these sections are jointly owned with the GCA and are subject to joint maintenance agreements. The sub-association is responsible for lawn mowing, mulching, hedge trimming, and the GCA is responsible for other maintenance (such as roads, and common areas). 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. The Glenmore Highlands, once completed, will most likely be our third community to maintain its own association similar to the SHA and BCA. It is also subject to all rules of the GCA.

Security

Although the gatehouse provides control over vehicular entry, it does not guarantee security of residents. Neither does it prevent people entering the community as passengers or by foot elsewhere. Glenmore is an extremely large property and, while beautiful, its size presents many security challenges. This requires all are residents to be vigilant. If you see something you believe needs to be reported, please contact the [Albemarle County Police Dept.](#)

We do not have our own police force. The gatehouse security personnel are not law enforcement officers, and therefore not authorized to act as police. They are required to contact the county police if law enforcement is necessary. Although the incidence of crime in Glenmore is very low, we are not immune to it. 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 county police, call 434 977-9041.

We maintain good relations with the County of Albemarle Police Department through our GCA **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.

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 GCA **Architectural Review Board (ARB)**. The ARB must approve all new construction and landscaping plans for undeveloped lots. The board is guided by residents of the community who adhere to the Architectural Review Rules which is available on the GCA website.

Modifications to existing buildings and landscaping, no matter the project size, **must** be approved by the GCA **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.

Please note: the SHA, BCA and Glenmore Highlands communities may have additional approval requirements.

The Club at Glenmore

The Club at Glenmore ("TCG") is privately owned and operated by Affinity Management. They are locally based and bring experience from clubs in 26 other states. Although the GCA has no direct affiliation with the operations or ownership of the TCG, the GCA maintains a strong symbiotic relationship with the TCG and the two work together closely. The TCG is represented on the GCA Board by a member seat and the GCA works closely with the club for the benefit of the community.

Please email membership@theclubatglenmore to learn about different levels of membership, encompassing social, fitness, tennis, swimming, and golf.

The TCG is also responsible for 25% of the cost of staffing the gatehouse and maintaining the stretch of road between the gatehouse and Piper Way due to the volume of traffic associated with its operation.

COMMUNITY AMENITIES

Dog Park

The dog park, located off the southern end of Carroll Creek road, is available for use by all residents. Please make sure that you pick up any dog waste and place it in the receptacle provided. Other dog waste receptacles are located at various points on walking paths throughout the community. Please use them accordingly and do not place food waste inside them. The GCA contracts with a third-party company to service the dog waste receptacles.

Sports Field

The sports field, also located off the southern end of Carroll Creek road, is available for residents to use. It includes a soccer/lacrosse field, batting cage, horseshoe pit, bocce ball court, volleyball court, and basketball court. You can book use of each of these facilities by contacting Thelma Washington at Associa at 434-984-0700. We also store sports equipment at the sports field equipment shed. To gain access to the sports equipment shed, contact Associa at 434-984-0700, and ask for the lock combination.

Please do not use the sports field for exercising dogs. We have provided the adjacent dog park for that purpose.

RV Lot

The RV Lot provides the ability to conveniently store your RV, boat, or other large items. It is also privately owned and there are fees for storage. You may call the RV lot owner on (434) 971-9971 or email them at glenmorestorage@gmail.com

Hiking Trails

These trails are maintained by the GCA CARB. Trail Maps are located on the GCA website or by clicking [here](#)

Social Events

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

New Residents Welcome Reception

Each 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 to meet other new residents and compare experiences.

GCA Finances

GCA operations are financed primarily from assessments, which are mandatory for Glenmore property owners. The GCA Board prepares a budget each year and is assisted in this task by the **Budget and Finance Committee**. A portion of assessments collected is used to contribute to GCA Reserve Funding, which is designed to meet large infrequent or unexpected one-off expenditures. An example of funds held in reserves includes repaving roads.

GCA Meetings

The GCA Board of Directors meets on the third Thursday of each month, at 7PM in the Club at Glenmore or on-line platform such as Go To Meeting. Residents are welcome to attend and may address the board members on any issue. The meeting agenda is posted on our GCA website a few days in advance. The board also holds work sessions on the first Thursday of each month, which members may attend, but are not able to address the board. If necessary, please contact Associa (434-984-0700) for online access requirements.

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. The GCA provides detailed information and ballots to members in January for the February Annual Meeting.

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.
1524 Insurance Lane, Suite C
Charlottesville VA 22911

gca@glenmore-community.org

August 2020