

WELCOME TO GLENMORE!

New Residents Handbook



c. 1732

Glenmore Community Association

Revised January 2023

Table of Contents

Welcome to Glenmore! **1**

Communications and Community Engagement **1**

 E-mails..... 1

 Website. 2

 Nextdoor Glenmore. 2

Safety & Security **2**

Glenmore Roads..... **4**

 Speed limits. 4

 Parking..... 4

Garbage, Recycling and Refuse Collection **5**

Garbage and Recycling. 5

 Organic Refuse Collection by GCA..... 5

Utilities..... **5**

Compliance with Regulations **5**

Architectural & Landscaping Approvals..... **7**

 New construction..... 7

 Modifications 7

 Contractor Hours. 7

Common Areas & Community Amenities **7**

 Walking Paths..... 8

 Walking Trails..... 8

 Dogs and the Dog Park..... 8

 Sports Field..... 8

 Equestrian Center..... 8

 RV Lot..... 9

 Social Events..... 9

 New Residents Welcome Reception..... 9

The Club at Glenmore **9**

Governance **9**

 Board of Director Meetings..... 10

 The Annual Meeting of the Association. 10

Neighborhood Associations: Scottish Homes Association (SHA), Bremerton Cottages
Association (BCA) and Glenmore Highlands Association 11



USEFUL CONTACT INFORMATION

<u>GCA:</u>	Email: Website: Gatehouse website: Gatehouse Email: Gatehouse Phone:	gca@glenmore-community.org glenmore-community.org glenmore-community.org/gatehouse gatehouse@glenmore-community.org (434) 977-7019
<u>Management Company:</u>	Associa Community Group <i>1524 Insurance Lane, Suite C Charlottesville, Virginia 22911</i> Tim Durrer, CMCA, Manager Megan Burch, On-Site Manager	communitygroup.com (424) 984-0700 Tdurrer@communitygroup.com MBurch@communitygroup.com
<u>Police/Fire:</u>	Emergency - call Non-emergency	911 (434) 977-9041
<u>Country Club:</u>	The Club at Glenmore:	theclubatglenmore.com (434) 817-0506
<u>Trash Collection:</u>	GFL Environmental	gflenv.com/charlottesville (434) 296-6000
<u>Water:</u>	Albemarle Co Service Authority	serviceauthority.org (434) 977-4511
<u>Electricity:</u>	Dominion Energy Virginia Central Virginia Electric Coop	dominionenergy.com/virginia (866) 366-4357 mycvec.com (434) 263-8336
<u>Propane Gas:</u>	Tiger Fuel AmeriGas Foster Fuels	tigerfuel.com (434) 293-6157 amerigas.com (434) 295-4194 fosterfuels.com (434) 975-2345
<u>IT Services:</u>		
<i>Cable/Phone/Internet:</i>	Comcast/Xfinity	xfinity.com (888) 266-2278 or (800) 266-2278
<i>Phone/Internet:</i>	CenturyLink	internet.centurylink.com (434) 265-5128
<i>Satellite TV:</i>	ATT/DirecTV Dish Network	direcTV.com (855) 833-4388 dish.com (800) 803-3388
<u>Mail:</u>	Keswick Post Office	(800) 275-8777
<u>Equestrian Center:</u>	Colby's Crew Rescue	https://colbyscrewrescue.org
<u>RV Lot:</u>	glenmorestorage@gmail.com	(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.

The Glenmore Community Association (GCA) is the Home Owners' Association (HOA) for Glenmore. Chartered in 1992 by the State Corporation Commission, via the Articles of Incorporation, the GCA complies with all the statutes of the Virginia Property Owners' Association Act. Upon purchase of a residential lot or home in Glenmore, you automatically became a member of the GCA and pay an annual assessment to maintain Glenmore. The annual assessment can be paid in a lump sum or quarterly on January 1, April 1, June 1, October 1st. Renters are also members; but renters do not pay assessments and have no voting rights.

The primary role of the GCA is to manage and maintain our gated entrance and security system, our roads and common areas and to enforce governing regulations. When you purchased your property, you received a Disclosure Packet that contained all the documents that govern Glenmore, and detailed Covenants and Restrictions with which you are expected to abide.

As a member of the GCA, you have access to the various amenities of our community including parks, recreation fields and courts, the dog park, the playground, walking paths, and the extensive network of walking trails winding throughout the community. These amenities, generally known as the Common Areas, are maintained by the GCA for the enjoyment of all members. The single exception is the Equestrian Center, which is owned by the GCA, but is leased and should not be accessed without approval of the tenant. Please note, membership in The Club at Glenmore is not included in your membership in the Glenmore Community Association. Club membership is entirely separate and to access the Club's amenities you must apply for and become a member of The Club at Glenmore

Now in its 30th year, the GCA is transitioning from a home owners association run by volunteer residents to one operated by a property management company. Associa Community Group runs the daily operation of the community with oversight by the Board of Directors. You may contact Associa at tdurrer@communitygroup.com or by phone at 434-984-0700. You may also use the GCA website to contact Associa, or the various GCA Committees, or the GCA Board of Directors (BoD) directly. If in doubt, you can always email gca@glenmore-community.org and it will be promptly forwarded to the appropriate person.

COMMUNICATIONS AND COMMUNITY ENGAGEMENT

E-mails. The GCA stays in touch with residents via our monthly electronic Glenmore newsletter – “News & Notes”, special bulletins and topical communiques addressing important

issues. 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 to receive GCA emails.

Website. The GCA website contains useful reference information, including an events calendar, board and committee member details, application forms, prior newsletters, meeting minutes, regulations, legal documents, and maps. In addition, it provides on-line access to update your Gatehouse information, including your visitors, permanent guests, vehicles, and the residents' directory. You may also make use of the website to find easy answers to frequently asked questions (FAQs) that may not be covered in this booklet, such as "who do I contact to repair my mailbox?"

Nextdoor Glenmore. Although it has no affiliation with the GCA, many residents have signed up to "Nextdoor Glenmore", a social media website that provides a 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.

SAFETY & SECURITY

Gatehouse. Our Gatehouse oversees all vehicular and most pedestrian access into Glenmore and is our primary security checkpoint. The gatehouse staffed 24 hours a day with guards employed by [Securitas Inc](#), a nationally recognized security services firm. Securitas provides the staff, manages their training and certification, handles all employment matters, and manages all community access operations. The GCA **Security Committee** oversees safety and security operations and makes recommendations for changes and improvements. Securitas and our Security Committee collaborate to investigate all security matters.

You can communicate with the Gatehouse staff at any point:

Phone: 434-977-7019

Email: gatehouse@glenmore-community.org

Resident Registration. Glenmore's Security Policy requires a resident approve all access into our community. To help enforce that policy, GCA requires all residents to register with the Gatehouse. As a resident, you are required to authorize all vehicles that can use the right-hand automated Resident Gate, all visitors/contractors/guests who need entry, and other matters of significance to the Gatehouse.

Gatehouse Account. By registering with the gatehouse, you will be given a family "account" by which to grant your authorization. During that registration process, you will be encouraged to download an app to your smart phone or tablet device. You will be able to perform most functions through the app including notifying the Gatehouse of your visitors/contractors/guests, add/edit/delete your family information, update contact and emergency phone numbers, notify the gatehouse of extended absence(s), list parties or other events involving multiple guests, etc.

Resident Gate Automated Access. Use of the right-side Resident's Entry Gate is limited to residents, club members, and a select few employees and others. All vehicles must be authorized by a recognized authority using the registration process, above.

Note: Only the Gatehouse can update your list of vehicles approved to use the right-side resident gate. Please contact the gatehouse to update your list or look for the Vehicle Update Form on our website (<https://www.glenmore-community.org/gatehouse>) to communicate changes to your listing, new license plates, extended use of a loaner vehicle, etc.

Our Resident Gate operates by detecting the vehicle's license plate and validating the vehicle with GCA's registered and approved list. Within 48 hours of you providing the list of authorized vehicles and license plate(s), you may start using the right entry lane. If you should ever encounter an issue with the resident gate **not** opening, please communicate with the Gatehouse.

Please approach the gate at a slow speed and stop at the gate arm. When the camera has recognized your license plate, a green light will come on and the gate will open. Make sure you pull up to the gate arm so your rear license plate can also be read. If you don't see the green light, signal the Guards on duty for assistance.

In addition to registering your own vehicles, each residence may register up to six (6) vehicles to enter Glenmore using the Resident's Entry Lane. This should be limited to family members or frequent guests and not extended to contractors such as lawn care providers, etc. Use of the Resident's Entry Lane by non-resident vehicles may be terminated if those vehicles violate our Security Policy, the posted traffic speed limits, or other Glenmore Regulations.

Visitor/Contractor/Guest Entry Gate. All vehicles not authorized to use the right-side Resident Gate must file past the Gatehouse to be granted entry.

Relatives and Trusted Guests. In your gatehouse account, you may list any number of relatives or trusted regular visitors to access Glenmore using the left-side lane closest to the Gatehouse. These guests can enter Glenmore at any time without prior separate notification. In your account, you can also send these guests a QR "Quick Pass" code that they can use on our automated reader alongside that lane.

For all your other visitors, please notify the Gatehouse in advance. Your guests will not be permitted entry without authorization from you. Our gatehouse staff are trained to stop unauthorized access until they can get your approval. In some cases, if authorization cannot be obtained, our Guards may deny entry, entirely.

Contractors, Deliveries, etc. For security purposes, contractors and delivery services cannot be added as a 'Permanent Guest'. Our Security Policy limits the days and times when these services are permitted to access the community. To provide access to your contractors, you must use your account to authorize their entry indicating the dates they will be servicing your residence.

Notifying the Gatehouse. The best way of notifying the Gatehouse can be found above as well as at the Gatehouse section of our website, www.glenmore-community.org/gatehouse.

Security. Although the Gatehouse provides control over vehicular entry, it does not guarantee the 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 residents to be vigilant. If you see something you believe needs to be reported, please contact the Albemarle County Police Dept.

Glenmore does not have its own police force. The Gatehouse security personnel are not law enforcement officers, and therefore, not authorized to act as police. If law enforcement is necessary, they are required to contact the county police. Although the incidence of crime in Glenmore is very low, we are not immune. In the event of suspected criminal activity, **first** call the police or **911**, and next let the Gatehouse know. For reporting of non-emergency situations to the county police, call 434 977-9041.

The GCA maintains good relations with the Albemarle County Police Department (ACPD) through the Security Committee. Security cameras monitor traffic on both inbound and outbound lanes and ACPD may access video recordings when investigating an incident.

GLENMORE ROADS

The second largest expense item funded by your annual assessment is the maintenance of our twenty-two miles (22 mi) of roads. Glenmore roads are private. They are owned, in common, by the members of the Glenmore Community Association. A few roads, east of Carroll Creek are not yet owned by the GCA, but in due time they will become GCA's responsibility as construction of new residences is completed and the roads and common areas are deeded to the Association. The GCA strives to maintain all roads in excellent condition, and ongoing maintenance is a costly operation. Each year various sections of the community are either re-paved, sealed, or repaired. Snow-clearing on all Glenmore roads is also provided. The GCA **Roads Committee** oversees these tasks.

Speed limits. Because Glenmore is a residential community, the speed limit throughout Glenmore is **25 MPH** as required by Virginia State Law. Please make sure that you and your visitors comply with this limit. Although our roads are private, the Albemarle County Police patrols the area and may issue traffic citations.

Golf carts and horses have the right to use our roads and both are commonly found on the roads in our community. Please be careful when overtaking any vehicle, person or animal, especially around blind corners and hills. Drive carefully – children, pedestrians, bikers, golf carts and horses share the roads.

Parking. 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.

GARBAGE, RECYCLING AND REFUSE COLLECTION

Garbage and Recycling. You are responsible for contacting GFL Environmental (formerly County Waste) to establish an account for trash and recycling collection. GFL has an exclusive contract for trash and recycling and is the only business authorized to enter Glenmore. GFL picks up trash every Monday and recyclables every other 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.

Organic Refuse Collection by GCA. The GCA provides, at no additional cost, refuse collection and pick-up services for the community. Specific dates of these services are announced in the GCA Newsletter:

Bi-annual Limb and Branch Pickup – roadside collection in the Spring and Fall of fallen limbs branches, and additional pickups after a major storm, as needed.

Leaf Pickup – yearly roadside collection of leaves brought to the curb by residents or their contractor in early December after the leaves have fallen.

Christmas Tree Pickup - provided each January as part of GFL trash collection.

UTILITIES

All Glenmore homes are serviced by both cable (Comcast) and phone lines with optional fiber-optic cable (BrightSpeed). Both suppliers provide high-speed internet and phone, so you have a choice of provider. Comcast also provides television/streaming services. TV satellite service is also available for those using BrightSpeed or other providers. Glenmore does not have natural gas supply lines. Home heating is either by means of buried propane gas tanks or electricity. See Useful Contact Information at the beginning of this document.

COMPLIANCE WITH REGULATIONS

Folks who acquire buy or build a home or purchase land in Glenmore 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 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

- *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 Architectural Review Committee.*
- *Maintenance of your mailbox and its post is your responsibility but must conform to the approved GCA design, size, and color (To access this information, go to [Resident Portal - FAQs](#) and scroll down to the mailbox section)*
- *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. Contact the RV lot owner at 434-242-9432 or email glenmorestorage@gmail.com for more information.*
- *Any dog that is not on your property must be leashed except for while they are in the dog park. While walking your dog, fecal waste must be picked up and disposed of properly.*
- *No signs of any kind are allowed on Glenmore lots, either improved or vacant.*
- *Garbage cans, electric or gas meters, air conditioning units, generators and other unsightly objects must be screened or stored in your garage.*
- *All fuel tanks must be buried on your property except those that connect a grill (no larger than a 20-pound tank).*
- *No cars may be parked on the street overnight. You must park all vehicles in a garage or in your 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 Covenant and Restrictions (C&Rs) easy. Occasionally situations will arise where a property 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** (complicance@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 bring properties into compliance but strives to settle all problems amicably.*

ARCHITECTURAL & LANDSCAPING APPROVALS

IT IS EXTREMELY IMPORTANT THAT YOU FULLY REVIEW DOCUMENTATION PRIOR TO MAKING ANY MODIFICATIONS TO YOUR PROPERTY.

Glenmore has a two-tier process for approval of architectural and landscape plans or modifications, both are 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 can be found 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 everything affecting the outside appearance of your property, including but not limited to, changes in exterior colors, removal of trees over 6" diameter, landscape modifications, building additions, decks, and pools. There is no application fee for modifications. Contact information and an application form are available on the GCA website.

Note: SHA, BCA and Glenmore Highlands Associations may have additional approval requirements.

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 and all other times except for emergency purposes. (If you have an emergency, please be sure to notify the Gatehouse to ensure off-hour access.) If you have any concerns with contractors working outside these hours or have other concerns pertaining to contractors, please contact the GCA Security Committee at security@glenmore-community.org

COMMON AREAS & COMMUNITY AMENITIES

The third category of significant expenditure is the maintenance of Glenmore's common areas including more than 300 acres of green space. These areas are managed by the Common Area Review Board (CARB) one of Glenmore's several advisory committees. CARB establishes policies related 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 while 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 street sign, crosswalks and other signage. Five ponds and the storm-water infrastructure are managed and maintained by the Water Resources Committee.

Walking Paths. Approximately six miles of paved walking paths parallel Piper Way, Paddington Circle and large portions of Carroll Creek Road. Please use paved walking paths in these heavily trafficked roadways.

Walking Trails. There are roughly 7.5 miles of walking trails in Glenmore common areas. These are used by both walkers and horseback riders. No motorized vehicles, except Class I electric bicycles, are allowed on these trails. 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 Albemarle County Parks & Recreation at 434-296-5844.

Walking paths and trails are maintained by the Common Area Review Board (CARB). Trail Maps are located on the [GCA website](#)

Tot Lot Play Area. The Association maintains a Tot Lot/Play area located behind the swimming pool at the Club. This playground is available for use by all residents of Glenmore and their guests.

Dogs and the Dog Park. It is conservatively estimated that some 400 dogs are residents of Glenmore. All dogs in Albemarle County must have a dog license after their first rabies shot and the license must be always displayed on the dog's collar. More information on obtaining a dog license can be found [here](#). Albemarle County's leash law requires [\(Sec 4-225\)](#) that dogs be on a leash whenever they are off the property of their owner or custodian. Dogs may not be under voice command and must be secured with a leash or lead.

The GCA Dog Park, located off the southern end of Carroll Creek Road, is available for use by all residents. After making use of the park, 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 or other litter in the dog waste receptacles. The GCA contracts with a third-party company to service the dog waste receptacles as part of your annual assessment.

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.

The adjacent dog park is provided for that purpose.

Equestrian Center. Sixty-one acres comprising the Glenmore Farm Equestrian Center was purchased by the GCA in August 2014 and is part of the GCA common area. Acquisition of

this parcel was to ensure that this land protected from unwanted development and will continue to preserve the pastoral ambience of Glenmore.

The Equestrian Center is leased and independently operated and has the authority to operate the property for the lessor's private use. Entering the property without proper authorization is dangerous and considered trespassing. **PLEASE do not enter or reach across any of the fenced paddocks to feed or pet the horses!** And contact the Colby's Crew Rescue at ohkaytacos@gmail.com for authorization before entering the premises.

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. Call the RV lot owner at (434) 242-9432 or contact via email at glenmorestorage@gmail.com

Social Events. Because an active private country club is present within the community and hosts a wide range of social events and activities, the GCA does not routinely organize such activities. Contact The Club at Glenmore for membership information.

New Residents Welcome Reception. The GCA and The Club at Glenmore jointly host a reception to welcome 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.

THE CLUB AT GLENMORE

The Club at Glenmore ("TCG") is privately owned and operated by Affinity Management, which is locally based and has experience managing 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, by right, holds one seat on the GCA Board of Directors and the GCA works closely with the club for the benefit of the community.

Please email membership@theclubatglenmore to learn more about different membership levels that provide access to aquatics, social, fitness, tennis, and golf.

Due to the volume of traffic associated with its operation, TCG contributes 25% of the costs of community access and security and the cost maintaining the stretch of Piper Way from the Gatehouse and to the Club House

Only Glenmore Club Golf members are allowed on the golf course and residents are not allowed on cart paths.

GOVERNANCE

Per the Virginia Property Owners' Association Act and GCA Governance Documents—the Articles of Incorporation, By-Laws, the Declaration of Covenants and Restrictions – the

Glenmore Community Association (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 performed by our management company, Associa Community Group. Information about the board members and staff can be found at www.glenmore-community.org.

In addition, several committees are integral to community operations and governance and are advisory to the Board.

- Architectural Review Board (ARB)
- Architectural Review Committee (ARC)
- Budget and Finance Committee
- Common Area Review Board (CARB)
- Community Engagement Committee (CEC)
- Compliance Committee
- Water Resources Committee (WRC)
- Roads Committee
- Security Committee

Board of Director Meetings. The GCA Board of Directors meets on the third Thursday of each month, at 5 PM in The Club at Glenmore or via an on-line platform. Members are welcome to attend and may address the Board on any issue. The meeting agenda, instructions for online access and location are posted on the GCA website a few days in advance. The Board also holds a Work Session on the first Thursday of each month. Members may attend this meeting but may not address the board. If needed, contact Associa (434-984-0700) for online access.

The Annual Meeting of the Association. All members of the Association are encouraged to attend the Annual Meeting of the Association which takes place in February each year. At this meeting elections are held to select three Directors, each serving a two-year term. The GCA provides detailed information and ballots to members in January for the 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 as new residents often provide a source of useful knowledge and insights.

Finances. GCA operations are financed primarily from member assessments that are mandatory. The GCA Board, assisted by the **Finance Committee**, prepares and adopts a budget each year. A portion of assessments collected is used to maintain adequate reserves, as required by law. The Reserve Fund is designed to meet large infrequent and/or unexpected one-off expenditures. An example of funds held in reserves includes repaving roads.

Neighborhood Associations: Scottish Homes Association (SHA), Bremerton Cottages Association (BCA) and Glenmore Highlands Association

If you live in one of these communities, you are also a member of your own neighborhood homeowners' association. These sub-associations comply with all GCA rules but also have additional regulations. This includes a requirement to pay additional assessments. These assessments are established by each sub-association and are not regulated by the GCA. The purpose of these additional assessments is to primarily provide for communal maintenance of private lots and neighborhood 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 and mulching, and the GCA is responsible for other maintenance (such as roads, and common areas). When you sign up for GCA emails, you should also sign up to receive email communications from your neighborhood association. A special section of the GCA website is devoted to these the SHA and the BCA communities. The Glenmore Highlands, once completed, will most likely be our third community to maintain its own association like the SHA and BCA. It will also be subject to all rules of the GCA.

Bremerton Cottages, Scottish Homes & Highlands II. These sections of Glenmore were developed over time. Bremerton Cottages, Scottish Homes and Highlands II are distinct neighborhoods and defined by a certain harmony in their architectural styles. Each has its own homeowners' association, and its covenants and restrictions might have variations from those contained in the GCA's Covenants and Restrictions (the "GCA C&Rs"). However, all these development areas were made subject to, and subordinate to, the GCA's Covenants and Restrictions by *Supplemental Declarations*.

The Bremerton Cottages Association (BCA), the Scottish Homes Association (SHA) and Highlands II are separate legal entities from GCA, with their own Boards of Directors, Articles of Incorporation, Bylaws, and Covenants and Restrictions. Unless there is a conflict with the GCA's C&Rs, these HOA association may act independently of the GCA, particularly regarding landscaping maintenance and architectural controls. These individual homeowner associations may have stricter Requirements than the GCA.

[Supplemental Declaration \(Glen Oaks\)](#)

[Supplemental Declaration \(Pendower\)](#)

[Supplemental Declaration \(Highlands Phase II\)](#)

[Supplemental Declaration \(GCC\)](#)

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Glenmore Community Association Inc.
1524 Insurance Lane, Suite C
Charlottesville VA 22911

Edited by the Community Engagement Committee
communications@glenmore-community.org