**Community FAQs**

**Travis Country Community Service Association**

**Amenity Access**

* **What are the operating hours of the pool?**

*The pool season typically runs from* May *until* September*. During pool season, the pool hours vary so please check the TownSq portal for current hours.*

*TCCSA pools are open year-round for SAYOR (Swim at Your Own Risk) swim. Hours vary so please check the TownSq site.*

* **Where can I get a pool device?**

*You can order a new/replacement pool device from Goodwin’s Amenity Access Department by clicking on the link below and completing the pool waiver:*

[*https://waiver.fr/p-Hm5qn*](https://waiver.fr/p-Hm5qn)

* **How long does it take for my request to be fulfilled and how will I receive my device?**

*Please allow up to 7 business days from form submission to receive your pool device. When your access device has been processed, you will receive an email notification. Your pool device will be mailed directly to you by Goodwin.*

* **Where can I get a court device?**

*You can request court access by clicking on the link below and completing the court waiver. Court access can be added onto an existing pool key or via a court-only fob. Each access is $35/device and up to two court devices are permitted per household. Once your waiver has been processed, you will receive an email notification. If you choose a court-only fob, pick up instructions will be included in the email:*

[*https://waiver.fr/p-32MHJ*](https://waiver.fr/p-32MHJ)

* **Where can I get a Copperwood gate key?**

*You can request a physical key to the Copperwood gate, which leads to the greenbelt, by completing the gate waiver. Once the waiver has been processed, you will receive an email notification with pick up information. One key is permitted per household and is $5:*

[*https://waiver.fr/p-OBhe7*](https://waiver.fr/p-OBhe7)

* **Is alcohol allowed at the pools?**

*Use of alcohol is permitted at the pool during guarded swimming only as stipulated on the pool waiver. No food/drink is allowed inside the pool gates during SAYOR swim.*

**How many guests can I have at the pool?**

*During guarded swim, a resident can bring up to 4 guests or one family.*

There are no guests permitted during SAYOR swim.

**Where are the pools located?**

*The pools are located at 4504 Travis Country Circle (Blue Valley) and 4100 Travis Country Circle (Hilltop).*

* **How can I reserve the resident clubhouse for a private event?**

*The clubhouse can be reserved by contacting the Manager for reservation information. The TC Manager can be reached at* [*tcmanager@traviscountry.com*](mailto:tcmanager@traviscountry.com) *or 512-289-1616.*

*The clubhouse can be reserved by TC residents for use by them and their invited guests. Up to 25 people max.*

**Architectural**

* **What types of exterior modifications can I make to my home without requiring approval of the association?**

*All exterior modifications or improvements should be approved through the community association’s architectural control process. Please complete the architectural request form.*

* **Where do I find my community's architectural modification request form?**

*The architectural application can be found under the Documents section of* [*TownSq*](http://www.townsq.io/)*.*

* **What's the process for submitting the application? How long does it take to get approval?**

*Please submit the completed architectural application to* [*TCManager@traviscountry.com*](mailto:TCManager@traviscountry.com)*. The Manager will upload the application, and supporting documentation, to the ACC for their review. All notifications are sent to the email on file with the Association. Once the application is submitted it will be reviewed by the Architectural Control Committee (ACC). The ACC is tasked by the Board of Directors to review each submission to determine that the request is in compliance with the association’s architectural guidelines & governing documents. A response from the committee may take up to 30 days from the date of submission. Please ensure that you provide as much information as possible with your application to avoid delays.*

**Board Meetings**

* **How do I find out when the next Board meeting takes place?**

*Board meetings take place on the third Thursday of each month (there is no meeting in December) at 6pm. Currently, the monthly board meetings are held via Zoom. All Board meeting information is posted on the TownSq portal and will include the meeting agenda and Zoom login credentials.*

**Where can I find copies of the most recent Meeting Minutes?**

*Board meeting minutes are posted in the Documents section of* [*TownSq*](http://www.townsq.io/)*.*

**Common Area Maintenance**

* **The landscaping vendor services the community on a regular schedule. If you have a maintenance question or concern, please email the Manager at** [**TCManager@traviscountry.com**](mailto:TCManager@traviscountry.com)**.**
* **What does the Association maintain and what am I responsible for maintaining?**

*The Association maintains the common areas and amenities. Homeowners are responsible for maintaining their personal property.*

* **I need to report a maintenance issue to a common area in the community...**

*Please email the TC Manage at* [*tcmanager@traviscountry.com*](mailto:tcmanager@traviscountry.com) *to report a maintenance issue or concern. Please include your name and address and details regarding your concern. If possible, please include photos.*

**What is the trash/waste pick-up schedule for my community?**

*Trash pick-up is on Tuesdays.*

* **How do I get electric/gas/water/trash service?**

*Please contact the City of Austin at 311.*

* **How do I get a mailbox key?**

*Please contact your local United States Postal Center for instructions on obtaining your mailbox key.*

**Compliance**

* **I just received a violation notice. Who can I talk to about it?**

*Covenant violation-related inquiries can be directed to the Goodwin Compliance Department at [compliance@goodwintx.com](mailto:compliance@goodwintx.com). Additional contact information is available on the notice you received.*

* **I need to report an issue with a neighbor's home.**

*Please email the manager at* [*TCManager@traviscountry.com*](mailto:TCManager@traviscountry.com)*. Include your name and address and details about the issue you are reporting. If possible, please include photos*

**When does your compliance driver come through our community?**

*The schedule will vary, but our compliance drivers typically visit the community on a bi-monthly basis.*

* **Is there a list of do's and don'ts I can give to my tenant?**

*A copy of the community’s Covenants, Conditions and Restrictions can be found on the TownSq site under Documents, Governing Documents.*

**Contacts**

* **Who can I reach for help?**

We have a team of industry professionals standing by to assist you. Here are the various ways you can reach us:

* [TownSq App](http://www.townsq.io/): Submit a request via our web and mobile application.
* Customer Service Team: Available Monday-Friday, 8:00 AM-6:00 PM.

855-289-6007 or info@goodwintx.com. Live Chat is available on our website at [www.goodwintx.com](http://www.goodwintx.com).

* Nancy Flores, TCCSA Community Manager: By email at [TCManager@traviscountry.com](mailto:TCManager@traviscountry.com) or phone at 512-289-1616.
* Compliance Team: Covenant violation related inquiries can be directed to compliance@goodwintx.com.
* **How can I reach the Board of Directors?**

*You may email the Board of Directors at board@traviscountry.com.*

**Documents**

* **Where can I find the governing documents of the association?**

*A copy of the community’s governing documents can be found on your community’s website by visiting* [*www.goodwintx.com*](http://www.goodwintx.com) *and entering your community name in the “Find My Community Page” field at the top right corner of our webpage.*

**Financial**

* **What is my balance?**

You can view your account balance by logging in to [TownSq](http://www.townsq.io/). You may also request your balance by contacting our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at [www.goodwintx.com](http://www.goodwintx.com)

* How do I pay my assessment?

For your convenience, we offer several payment options:

Option 1: Mail-In Your Payment to the following address:

**Travis Country CSA – ATRC**

c/o Goodwin Processing Center

PO Box 93447

Las Vegas, NV 89193-3447

Option 2: TownSq website (www.townsq.io) or mobile application. Your account balance is also available by accessing your TownSq account.

From the web:

* Login to TownSq at https://app.townsq.io/login
* From the top of your home page feed, select the account you’d like to make a payment on.
* Click “make a payment” to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.

From the TownSq App:

* From the top of your mobile feed, choose the account you’d like to make a payment on.
* Click “make a payment” to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.

*TownSq offers both ACH and debit/credit card payment options. When making credit card payments online, there is a $1.50 convenience fee plus 3.5% of the total payment amount. This fee is based on your assessment.*

Option 3: Bank Bill Pay Service - If you use a bill payment service that automatically makes payments for you, please change the name of the payee and the address for payment to the PO Box address referenced above. You will need to note your account number and association code (**ENTER CODE HERE**) in the memo section of your check.

* **Can I pay my assessment with a credit/debit card?**

*Yes, credit/debit cards are accepted through TownSq.*

*From the web:*

* *Login to TownSq at https://app.townsq.io/login*
* *From the top of your home page feed, select the account you’d like to make a payment on.*
* *Click “make a payment” to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.*

*From the TownSq App:*

* *From the top of your mobile feed, choose the account you’d like to make a payment on.*
* *Click “make a payment” to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.*

*TownSq offers both ACH and debit/credit card payment options. When making credit card payments online, there is a $1.50 convenience fee plus 3.5% of the total payment amount. This fee is based on your assessment. When making a payment via e-check, there is a $1.50 convenience fee.*

* **What is my property code?**

*Your Property Code is ATRC*

* **What is the Management ID?**

*6587*

* ***When is my assessment due?***

*The current monthly assessment is $47/month.* ***EFFECTIVE JANUARY 1, 2023, THE MONTHLY ASSESSMENT RATE IS $65/MONTH.***

*The monthly assessment is due on the first of the month and considered late by the 15th of the month. Add specifics for your community here. Insert payment frequency (annual, monthly, quarterly, etc.) and late date.*

* **Are there any fees associated with online payments?**

*When making credit card payments online, there is a $1.50 convenience fee plus 3.5% of the total payment amount. This fee is based on your assessment. When making a payment via e-check, there is a $1.50 convenience fee.*

* **Why does my account show a negative number?**

*A negative number means that you have a credit balance.*

* **I received a letter about a past due assessment. Who can I talk to about these fees?**

*Contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at* [*www.goodwintx.com*](http://www.goodwintx.com)*.*

* **Who can I talk to about setting up a payment plan?**

*Contact our team at* [*delinquencies@goodwintx.com*](mailto:delinquencies@goodwintx.com)*. A member of our team will be happy to assist you wherever possible.*

* **What is my assessment paying for?**

*Your community’s assessment pays for the operating expenses of the association. This can include utilities, road maintenance, landscaping, amenity maintenance, insurance, etc..*

* **Where can I find my account number?**

*You can find your account number on your billing statement. If you cannot locate your account number, please contact our Customer Service team at 855-289-6007.*

**Insurance**

* ***My lender is asking for a copy of the association's insurance. Where do I get this information?***

*Contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at* [*www.goodwintx.com*](http://www.goodwintx.com)*. You can also submit a request through* [*TownSq*](http://www.townsq.io/)*.*

**Owner Information**

* **How do I update my contact information/mailing address?**

*Contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at* [*www.goodwintx.com*](http://www.goodwintx.com)*. You can also submit a request through* [*TownSq*](http://www.townsq.io/)*.*

**Resales**

* **How do I get a lender questionnaire completed?**

*Lender questionnaires can be ordered via the HomeWise website at* [*https://www.homewisedocs.com/*](https://www.homewisedocs.com/)*.*

* **How much does a lender questionnaire cost?**

*Visit the HomeWise website at* [*https://www.homewisedocs.com/*](https://www.homewisedocs.com/) *for pricing.*

* **Where do I obtain a resale certificate?**

*Resale Certificates can be ordered via the HomeWise website at* [*https://www.homewisedocs.com/*](https://www.homewisedocs.com/)*.*

* **I'm the Lender and would like to get a statement.  Is there a charge for this?**

*A statement can be ordered via the HomeWise website at* [*https://www.homewisedocs.com/*](https://www.homewisedocs.com/)*.*

**TownSq**

* **What is TownSq?**

*TownSq is an all-in-one mobile app designed to help you connect, collaborate and stay up-to-date with your community – any time on any device. TownSq streamlines operations for board members and simplifies community living for homeowners. With TownSq you can:*

* *Easily communicate with neighbors, community managers, and board members*
* *Manage your account and pay online*
* *Get up-to-date community news and events*
* *Request and review status of service inquiries*
* *Participate in community polls*
* *Access community forms and documents*
* *And more…*
* **How do I register for TownSq?**

Registering for TownSq is fast and easy. Follow the steps below to get started:

1. Visit https://app.townsq.io/ais/sign-up
2. Enter your Account Number and Zip code (Physical property address)
3. Provide your email address and create a password

* **I'm getting an error when I try to register for TownSq. Can you help?**

*Contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at info@goodwintx.com. Live Chat is available on our website at* [*www.goodwintx.com*](http://www.goodwintx.com)*.*

* **How do I change my email preferences for TownSq notifications?**

*Once you have logged in to* [*TownSq*](http://www.townsq.io/)*, you can edit your notification preferences by editing your profile. To edit your profile, click on your name in the top right-hand corner of the TownSq page and a drop down will appear with the “Edit Profile” link.*

* **How do I submit a request in TownSq?**

*Once you have logged in to* [*TownSq*](http://www.townsq.io/)*, click the “Requests” link on the menu bar on the left-hand side of your screen.*

* **I forgot my TownSq password, how can I reset it?**

*Visit* [*https://app.townsq.io/user-recovery*](https://app.townsq.io/user-recovery) *to reset your password.*