

TownSq is Waccamaw Management’s integrated online and mobile platform that owners log into to view their account ledger, make payments, communicate with management, and more. A choice of tier levels is available to accommodate the needs of the association.

SITE ACCESS

TownSq is simple to use and always available on an Android or iOS smartphone, tablet or desktop computer. Visit <https://app.townsq.io/login> to login or register, and download the app.



TownSq may also be accessed by visiting www.waccamawmanagement.com and clicking on the Login/Pay Online link. Please note that TownSq is not compatible with Internet Explorer.

REGISTRATION

- Verification of ownership occurs during the registration process.
- An Occupants feature appears within the owner’s profile and is used to invite family members or tenants to register for the site. Upon completion of the invitation, an email is automatically sent to the family member or tenant to create their own unique user name and password.
- Owners with multiple accounts will be able to link them and have a single login.

HOME PAGE

The Home Page is designed in a user friendly format and includes customized menus in addition to “My Community”, a summary of newly added items; “What Do You Want to Do?”, a shortcut to various features, and an Inbox, a display of the latest alerts and open service requests.

PROFILE

- Privacy Options – For associations with an online Resident Directory, owners may opt in or out of showing their property address, phone number or email address.
- Communication Preferences - Owners can set email and notification preferences for new messages, message responses, new service requests and service request responses.
- Communication Options - Owners may opt in or out of receiving email notifications for News & Events, Reservation Information, Survey Notification, etc.

ACCOUNT INFORMATION AND PAYMENT PORTAL

Owners can view their account balance, transaction history, make a one-time payment or schedule recurring payments. Recurring payments occur around the 5th of each month. Convenience fees apply to online payments.

AMENITY RESERVATIONS

Residents can request amenity reservations and receive notifications when the request is approved or declined. Acknowledgement of the rules, fees and terms of use are disclosed at the time of booking. ***Associations that reserve amenities through a different association will not be eligible for reservations through TownSq.**

ASSOCIATION REQUESTS

Owners can easily submit questions, concerns and maintenance requests online by selecting a request category, entering a description and attaching a file, if applicable. The Management Team receives a notification when a request is submitted and can respond to the resident and change the status of the inquiry.

MESSAGES

Private messages can be sent within TownSq when the Management Team needs to initiate a conversation with a resident.

ASSOCIATION COMMUNICATION (E-MAIL BLASTS)

General announcements are created to improve communication with residents. Depending on the user's profile settings, the user will receive email and mobile notifications. Automatic reminders for important news items can be programmed. Furthermore, important announcements and reminders can be "pinned" to appear on the top of the announcements list.

UPGRADED BOARD MEMBER TIER FEATURES

***Includes the features of the Homeowner Tier, plus:*

ASSOCIATION REPORTS

The following integrated reports may be viewed by Board Members on a desktop or laptop computer:

- **Overview** - View a month over month comparison of key financial metrics of the association.
- **Income and Expense Details** - View Income Statement details for the most recently closed fiscal month.
- **Spend & Budget Analytics** - Explore posted transactions over time and budget.
- **Delinquency Details** - Real-time view of delinquencies in the association.
- **Directory** - View a directory of all owners in the association along with access to their account ledger, work orders and covenant history.
- **Check Register** – View transaction details and the operating account balance from the first day of the prior month to the current date.
- **Check Disbursement Reports** – View details of checks issued from the first day of the prior month to the current date.
- **Balance Sheet Report** – View Balance Sheet details for two of the most recently closed fiscal months.
- **Bank Balance Report** – View the current operating account balance.

ASSIGNMENTS

- Board Members may submit requests for the Management Team, which can be easily organized and tracked for an overview of important action items.

UPGRADED ASSOCIATION TIER FEATURES

***Includes the features of the Homeowner and Board Member Tiers, plus:*

DOCUMENTS

Association documents and other files are uploaded for increased transparency. Documents are easily accessible and may be viewed online, downloaded or printed. Specific viewing permissions can be assigned to private groups.

SURVEYS

Non-binding surveys are used to involve owners to voice their opinions on a specific topic.

MEMBER DIRECTORY

Includes a listing of registered users with the contact information they chose to display. The Board has the option to deactivate this feature if the association does not want to display an online Member Directory.

EVENT CALENDAR

Located within the News & Events menu, the Event Calendar displays monthly views of upcoming meetings and community events. Event flyers can be easily attached to an event date to provide additional important information to residents.

GROUPS

Upon the Board's approval, specific association members can be assigned customized administrative access to various features.

BOARD MEMBER FORUM

Board Members can communicate and collaborate with each other by creating topics and discussion threads in a private setting.

ASSOCIATION WEBSITE

A website is not required to login to the private and secure sections of TownSq; however, is offered as an option. A basic association website can be developed to include a Home page, Community Photos page, Location page with map, and Management Contacts page. A website domain, purchased by the Association, is required for direct access.