

CASCADES COMMUNITY ASSOCIATION

Facility Rental Information for Residents

Reserving the Stone House and Quarterpath facilities were a pain in the past... filling out paperwork, turning in checks, and picking up a key. Who has time to do that anymore? Plus, are you tired of calling to see what days are available and then trying to coordinate with the group, while on the phone, another day because the date you wanted was already taken?

Those problems are no more! We have moved our reservations over to our resident account portal: **TownSq**. Making a reservation for one of our facilities has never been easier. First, just follow these simple steps to register for TownSq if you have not already done so.

1. Go to www.townsq.io
2. Select Log In.
3. Below the Log In – Select “Need to Register?”
4. Enter your Account ID #
 - ✓ Account IDs can be found on assessment reminders.
 - ✓ Contact management if you do not have your ID #
5. Enter your Zip Code and your First and Last Name
6. Continue with the Registration Process.

The next steps will be booking your reservation.

1. Select Reservations – Amenities
2. Select the facility you are interested in.
3. Browse through the Facility Calendar.
 - ✓ Grey circles indicate that day has been taken.
4. Click on a Date.
5. Select the Allotted Time Slot.
6. Type in a Brief Description of your Event (ex. Birthday Party)
7. Read and Accept the Terms of Usage.
 - ✓ This provides useful information on the facilities.
8. Click Reserve.

Once these steps are complete, it will say it is pending approval. If the resident has no prior outstanding dues, the reservation will be approved. After approval, the facility rental fee will be added to your cascades account and a confirmation email will be sent to the email used to register on TownSq. Residents will have 10 days after approval to make their payment. Payments are to be made through TownSq. Cancellations can be made up to 10 days prior to the event date with a full refund.

Facility Rentals - Q & A

What about picking up the key?

The Stone House no longer requires a key pickup. A new code accessible lock has been added. A message will be sent containing instructions and a code made specifically for your event at least (2) days prior to your event date. The Quarterpath will still require a key pick up prior to your event date.

What if I don't want to pay through TownSq?

Don't worry. If you don't want to make your payment through the website, you are more than welcome to bring a check to the Lowes Island Community Center between the hours of 8am and 5pm Monday through Friday. Please write the facility and event date in the memo portion of the check (ex. Stone House Rental – 03/08/23).

How do I know there's been a cancellation on a day I'm interested in?

TownSq has this awesome feature that allows residents to place themselves in a waiting list. If there is a cancellation, the next person in the waiting list gets the reservation. There is still an approval process for people on the waiting list if they are moved into position.

How do I make a reservation if I am a tenant?

Tenants must be invited by their landlord to TownSq. Rental charges will be added to the homeowners' account, so tenants must have prior consent and an invitation from their landlord to make a reservation.

As a homeowner, how do I invite my tenant to TownSq?

1. Click on your name in the top right-hand corner of the page.
2. Select Occupants from the drop-down menu.
3. On the right-hand corner of the page click on Create Occupant.
4. Once you create the profile, it will allow you to send the tenant an invite.

“This is a new and easy way to make your reservations. We are very excited to be implementing these modernized technologies into Cascades Community Association. We hope this system will make our residents' experience effortless and enjoyable.”

Sincerely,
Jubilee
Resident Services Specialist

