

**Community Announcement!**

We are pleased to announce that the Southwyck IV Homeowners Association, Inc. Board of Directors has hired Inframark Infrastructure Management Services (IMS) as your new association management company. Starting **September 1st**, Southwyck IV HOA be managed by **Inframark IMS!** We are excited to begin working with you! Please find below important information about your management company and our official communication app, IMS Townsquare.

**Community Association Manager**

Your Community Association Manager, Jennifer Lindsay, and Administrative Assistant, Linda Norred, will primarily work with the Board as the liaison for vendors, bid out contracts at the board's request, perform site inspections, prepare reports, attend board meetings, help prepare budgets, and oversee the daily activities of the community. Our Inframark IMS team supports your needs within various departments: Accounts Payable and Receivable, Customer Care, Architectural Review, and general operations. You are welcome to contact us anytime you have a question regarding your community.



**IMS Townsquare (Communication App) powered by Nabr Network**

Starting **September 1st**, you will have access to **Townsquare**, the official communication channel for Southwyck IV HOA! **Please be aware this is not the same website as TownSQ that you may already be using. TownSQ will no longer be available after August 31, 2021.**

Townsquare is a website and communication platform powered by Nabr Network (<https://nabrnetwork.com>) and is provided to your community as a resource to receive important HOA information, easily connect, ask questions, report Association concerns, share ideas and information with your Management Company and neighbors!

The app is completely accessible via mobile phone, tablet and desktop—and completely private! Signing up is easy! If we have your email address on file, you will receive a Welcome Email from [southwyckivhoa@nabrnetwork.com](mailto:southwyckivhoa@nabrnetwork.com) welcoming you to our private online network. Simply log in to Townsquare with the credentials provided. If we don't have your email address, or if you haven't received the email, please follow the steps below to access Townsquare on your computer. You can also text **Townsquare** to 59248 and receive a text back with a mobile app download link.

- 1) Visit <https://southwyckivhoa.nabrnetwork.com/signup>
- 2) Select "I am an owner"
- 3) Enter your unique Account Number [**Found on front page of this mailer**]

**Questions? Reach out to us!**



**By Phone:**

**281-870-0585 (Customer Care)**

Our Customer Care Center is open M-F 7am-6pm CT  
(excluding holidays)

Report Common Area Maintenance Emergencies  
after our regular office hours by contacting **281-870-0585**

**Office Location:**

2002 W Grand Parkway N Ste. 100  
Katy, TX 77449



**By Email:** [CustomerCare@inframark.com](mailto:CustomerCare@inframark.com)

**Community Manager:** [Jennifer.Lindsay@inframark.com](mailto:Jennifer.Lindsay@inframark.com)

**Our Website:**

[www.inframarkims.com](http://www.inframarkims.com)

(Live Chat Available)

