

# Frequently Asked Pool/Access Card Questions

**Q: I am a new Homeowner; how to I get my first set of access cards?**

**A:** Please contact the HOA Office at 940-440-2200 or at [info@providencehoa.com](mailto:info@providencehoa.com) to get registered with the HOA first and to complete the access card request form. New homeowners will receive two access cards but can purchase additional access cards if needed for \$30 each. HOA office only accepts card payment.

**Q: I am a new Tenant; how do I get access cards?**

**A:** Tenants first must be registered with the HOA before obtaining access cards. Landlords are responsible for registering their tenants by completing the Tenant Registration Packet that can be found on [www.providencehoa.com](http://www.providencehoa.com).

Once registered, tenants will need to complete an access card request form which can be obtained by reaching out to the HOA office at 940-440-2200 or at [info@providencehoa.com](mailto:info@providencehoa.com). Please note that only tenants who are listed on the lease are allowed to be listed on access cards. Access cards are \$30 each. HOA office only accepts card payment.

**Q: I lost my access cards, what do I need to do?**

**A:** To replace lost access cards, it is \$30 per new card. Please request new access cards via email at [info@providencehoa.com](mailto:info@providencehoa.com) or by calling the HOA office at 940-440-2200. HOA office only accepts card payment.

**Q: I already have access cards; do I need to do anything such as reactivate them before going to the pool?**

**A:** If you are a homeowner, then no action is needed. Your access cards will stay active year-round unless you move.

Please note, if you are a tenant, you will need to make sure the HOA office has a current lease on file to keep your access cards active.

**Q: Do we have to re-purchase new access cards each year?**

**A:** No, once you receive access cards, they will stay active year-round. However, if you lose your access cards, then you will need to re-purchase new ones for \$30 each.

**Q: I need to add/remove someone to my access card(s):**

**A:** Please send a request to [info@providencehoa.com](mailto:info@providencehoa.com) with the following:

- First and Last name of the people to be added and or removed from your access cards
- If you are adding someone who is under the age of 18, please provide their DOB
- Please attach a new updated photo. Please note the photo must be one group photo of everyone who is listed on the access card(s) and or lease agreement. No sunglasses, hats, or hoodies allowed in the photo.

**Q: Who is considered a guest at the pool?**

**A:** Anyone who is not listed on your access card is considered a guest and will need to be checked in as a guest at the pool gate unless they are under the age of 2. Residents are allowed 2 guest per household. If you have more than 2 guests, then you can stop by the HOA Office located at 809 Oakcrest Drive to purchase up to an additional 4 guest wristbands at \$5 each. Please note that you can only purchase guest wristbands during office hours of Monday-Friday from 9am-5pm.

**Q: Are children under the age of 2 considered guest?**

**A:** No, children under the age of 2 will not be considered as guest.

**Q: How do I check out a Lap Swim Key?**

**A:** Please stop by the HOA office located at 809 Oakcrest Drive to check out a Lap Swim Key.

- Residents can check out a lap swim keys as early as May 1<sup>st</sup>.
- Early Lap Swimming is only allowed Monday-Friday from 5am-7am. No early lap swimming on weekends.
- All lap swim keys must be checked back in to the HOA office by October 15<sup>th</sup> or residents will be charged \$50 to their account. If you are a tenant, then the property owner's account will be charged \$50.

**Q: Does everyone get a wristband when checking in at the pool?**

**A:** Yes, everyone who has an access card will get a wristband at check-in at the pool. If you have your max of two (2) guest with you at check-in, then they will also get wristbands at check-in as well.

If you have more than 2 guests, then residents will need to stop by the HOA office to purchase additional guest wristbands. Residents can purchase up to an additional 4 guest wristbands at \$5 each.

**Q: Do we have to purchase new additional guest wristbands each time we have more than 2 guest?**

**A:** Yes, if you plan on having more then the two guest allowed at the pool multiple times, then new additional guest wristbands need to be purchased each time.

**Q: What are the pool check-in rules?**

**A:**

### **Community Center Pool Check In Rules**

- Active access card with photo required for entry.
- 15-year-old and below requires full-time parental supervision.
- 16-year-old and up must have own access card (no guest allowed).
- 18+ -year-old with guest must have valid photo ID. -All residents/guest will be required to wear wristbands at all times inside the pool complex.
- Two guest per household per day allowed.

### **Main Pool Check In Rules**

- Active access card with photo required for entry.
- 11-year-old and below requires full-time parental supervision.
- 12-year-old and up must have own access card (no guest allowed).
- 18+ -year-old with guest must have valid photo ID. -All residents/guest will be required to wear wristbands at all times inside the pool complex.
- Two guest per household per day allowed.

**Q: Can we bring food and drinks into the pool area?**

**A:** Yes, food and drink beverages are allowed. Please note that no glass or alcohol is allowed into either pool complex. All food and trash should be disposed of properly.

**Q: Are pets allowed?**

**A:** No pets are allowed unless they are a certified service animal.

**Q: When I scan my card, it says "Membership Expired". What do I need to do?**

**A:** Typically, this means you are a tenant and the lease we have on file is expired. You will need to send a current lease and or water bill to [info@providencehoa.com](mailto:info@providencehoa.com).

**Q: If I have more then the allowed number of guests, what can I do?**

**A:** Residents can rent a pool pavilion at either pool complex.

**POOL PAVILION COME WITH THE FOLLOWING:**

- All pool pavilion rentals include 20 Guest Wristbands. You may purchase up to an additional 10 wristbands for \$10.00 each.
- Includes a shaded pavilion with tables and chairs for you and your guest.

**POOL PAVILION OPTIONS:**

- There are a total of three pool pavilions. Two pool pavilions located at the Main Pool Complex (931 Oakcrest Drive) and one pool pavilion located at the Community Center Pool Complex (9475 Cape Cod).
- Rental Time Slots and Fees are as followed:
  - 10am-12pm = \$50 (Except Sundays at Main Pool Complex)
  - 12pm-3pm = \$100
  - 3pm-6pm = \$100
  - 6pm-9pm = \$100

Residents just need to reach out to the HOA Office via email at [info@providencehoa.com](mailto:info@providencehoa.com) or by phone at 940-440-2200 to check for availability and to complete a rental agreement.