

Hello Residents,

With the pool opening right around the corner, I thought now was a great time to address some the frequently asked questions about the pool. I have also attached a copy of the complete pool regulations. Here are some of FAQs on the pool and their answers:

Q: How do I access the pool?

A: The pool can be accessed using a 2022 Pool Pass. If you need a validated pass, please stop by the management office. Open office hours are Monday and Thursday from 10AM-1PM by appointment. **Residents will not be allowed entry without a validated 2022 pool pass, please do not ask the gate guard or board members to allow special favors.**

Q: What are the pool hours?

A:

The pool is open on weekends only starting Memorial Day weekend from 10AM to 8PM.

The pool is open full time Monday-Sunday from 10AM to 8PM, starting June 18th.

Q: May I bring guests to the pool?

A: Residents are permitted to bring guests to the pool. The resident must accompany their guest to the pool at all times and sign them in. Residents have two guests pass per unit, each pass is valid for two guest entries, a total of 4 guest PER unit.

Q: Can I bring my grandchildren or children to the pool?

A: Grandchildren and children are welcome at the pool when accompanied by a resident. All children must be potty trained to swim in the pool, and no swim diapers are permitted. All children in diapers must wear plastic pants with snug fitting elastic waist and leg bands. In addition, there are a number rules related specifically to conduct. Please see attached pool regulations for these details.

Q: Is it the lifeguard's job to sign people in? Is it the lifeguard's job to skim/clean the pool with guests swimming in the pool?

A. A new pool law was passed in New Jersey last year that mandates lifeguards to keep their eyes on the pool at all time. Therefore, they are not permitted to checks ID cards or sign people in. They are not to skim or maintain the pool while the pool is in use. That being said, the association has gate guards to serve as a badge checker on the weekends during the busiest times.

Q: Can I eat, even if it is just a snack, at my pool chair?

A: No, any and all eating must be done in the designated areas.

Q: What do I do if I reported something to the guard and it is not resolved?

A: If this occurs, please report it in person, by email, or by phone to the management office. In cases of true medical emergencies at the pool, please contact 911. If it is an emergency that requires management attention when the management office is closed, please contact the 24/7 Customer Care Center at 800-870-0010 The Customer Care Center will reach out to me if assistance is needed even during off hours.

Q: I noticed people by the pool that do not live here. What do I do?

A: Please keep in mind new residents move in month after month; therefore, if you see someone that you think does not live here, do not make that assumption. If you have a true reason to believe that someone is indeed coming from the outside, please report this to the gate guard and they will ask for their pool pass. If there is not gate guard on duty, please bring this to managements attention.

If there are any additional questions regarding the pool, do not hesitate to reach out to the office at 973.258.0040 or info@springfieldparkplace.com.