

# **White Oak Landing Community Improvement Association, Inc. 2017 Season Pool Newsletter**

Welcome to the White Oak Landing pool. On behalf of the WOL Board of Directors, we wish you a fun-filled summer season here and hope that you will enjoy a safe and relaxing visit to the neighborhood pool open for all our homeowners and their immediate families that are current on assessments. Enjoy our newly sealed deck surface, new lounge chairs, life-guard towers, and new pool management company!

Please take a few minutes to read this newsletter. In it you will find the pool opening hours, NEW contact information and a few important rules and reminders. With your support we are confident that the 2017 swim season will be enjoyable for everyone.

## **New Pool Access Wristbands**

Due to the success of the wrist band models we are continuing with the bands instead of the tag system. Wrist bands will be issued to homeowners and children age 10 and older who reside full-time in the neighborhood.

The bands are bright green, and are numbered. To enter the pool area your wrist band must be visible on your arm. There are no exceptions. Please take care of your wristband. It must be opened and closed using the knob and button holes. Do not rip or remove it from your arm without first undoing the button closure. If you have any difficulty, please ask for assistance from the lifeguards.

Replacements for lost or damaged bands will be available from PCMI (our management company) for a small fee of \$3.00 each via US Mail, or picked up in person at Planned Community Management, Inc. (PCMI) 2002 West Grand Parkway North, Suite 100 (Northeast corner of Franz and the Grand Parkway), Katy, TX 77449 after May 25, 2017.

## **Sign-In and Guest Procedures**

Anyone who wants to enter the pool area must do the following:

- Obtain and wear a 2017 wrist band.
- Sign in with your full name, band number, and emergency contact phone number.
- Residents age 10 and older, with a valid band, may enter the pool without a legal guardian only if the pool sign-in sheet is fully completed, including the emergency contact number.
- Residents under age 10 must be accompanied by a responsible guardian who is at least 18 years old.
- Adults and children are allowed one (1) guest each. (Guests will be issued a wristband by the lifeguard to be returned before leaving)

## **Safety Reminders**

- Parents and guardians must closely supervise their children at all times.
- Do not dive in areas marked "NO DIVING".
- No smoking and no alcohol inside the pool fence.

- Horseplay, running and foul language is not allowed. The lifeguards will ask you to leave the area if you cannot follow these rules.
- Any play must be conducted at the playground or in the grassy area behind the palm trees.
- Children are not allowed to play with or around the main drain at the base of the pool. Suction can be very powerful and we want to make sure our swimmers are safe.
- The safety of the children in the baby pool is the responsibility of the parents or guardians. The lifeguards will enforce the pool rules throughout the facility, and children who cannot swim must have an adult within arm's reach at all times. The same rule applies even if the child is wearing a flotation device.
- Define a safe zone for your children where they can always touch the bottom.
- Access rules to the facility will be enforced and it is the responsibility of each member to understand and follow them. It is an awkward and uncomfortable situation for everyone involved when a lifeguard must ask a member to go back home to get the appropriate pool band.

## **White Oak Landing Community Improvement Association, Inc. 2017 Pool Season Schedule**

### **Hours of Operation:**

The pool is planned to be open during the following hours. This is subject to change due to weather, and may be adjusted, if needed.

- Saturday      10:00 a.m. to 8:00 p.m.
- Sunday        12:00 p.m. to 8:00 p.m.
- Monday        Closed
- Tuesday       10:00 a.m. to 8:00 p.m.
- Wednesday   10:00 a.m. to 8:00 p.m.
- Thursday     10:00 a.m. to 8:00 p.m.
- Friday         10:00 a.m. to 8:00 p.m.
- Holidays      10:00 a.m. to 8:00 p.m.

Pool is open Weekends and Holidays only during the following dates:  
May 27 through June 2 and August 21 through September 4.

### **Your pool management company is:**

Aquatic Management of Houston  
281-446-5003

**Your neighborhood management company is:** (NEW LOCATION as of MAY 2016)

Planned Community Management, Inc.  
A division of Severn Trent Services, Inc.  
Melissa Klak  
Community Manager  
2002 West Grand Parkway North, Suite 100  
(Northeast corner of Franz and the Grand Parkway)  
Katy, TX 77449  
Office: 281-870-0585  
Fax: 281-870-9170  
[CustomerCare@STServices.com](mailto:CustomerCare@STServices.com)

NOTE:

In order to access the pool facility you must wear your pool wrist band and be current on all dues and assessments. Homeowners that are in good standing with the association may reserve the pool area after hours by contacting Aquatic Management of Houston directly at the number above.

AMH Contract Appendix G: Swimming instruction may be provided by AMH Company for Customer's members only. Instruction shall be given by a qualified individual, while not on duty as a lifeguard. AMH Company shall have exclusive rights to swimming lessons at Customer's pool during the term of the Agreement.