

Frequently Asked Questions(Updated 2008)

Pool FAQ

Why does the pool close during the day after school starts?

The pool management company provides the lifeguards and sets the pool hours. Their lifeguards are students and are not available during the day after school starts. The HOA has looked into other pool management companies but have not found one that can service us and provide lifeguards during the day after school starts.

Why can't the pool be open certain hours without lifeguards?

The HOA attorney has advised us that the pool should either have no lifeguards, or lifeguards all the time. If it is inconsistent and there was a problem, the HOA (and every homeowner) would be in an actionable position. Also, the lifeguards and pool checkers are there to enforce the pool rules.

Why don't we have a diving board?

The insurance company has required us to remove it. The HOA priced out alternate insurance policies and was only able to find one company that would even insure it, and the cost for that policy was \$4500 higher per year. Most hotels and new communities don't even have diving boards anymore because most of the serious injuries related to the use of a pool come from a diving board.

We can't we just put a lock on the pool gate and give keys to the residents?

Pool checkers are employed to make sure people using the pool are homeowners in good standing and their guests. Homeowners can be barred from the pool for certain violations of the rules. Using pool checkers is the only way to enforce this. The problem with keys is that they will get copied and passed around to people that should not use the pool (both homeowners and people outside the neighborhood).

Reservation of Amenities FAQ

Q: "How do I reserve the pavilion and/or pool area for a party or event?"

A: The Amenities Manager is in charge of booking all reservations to use the pool/pavilion area for scheduled events. You will be asked to sign a contract, pay a deposit, and a small rental fee. You may need to pay for additional life guards, if you are having a pool party.

Q: "How do I reserve the Community Room?"

A: The Community Room Chairperson is in charge of booking all reservations for the Community Room. You will be asked to sign a contract, pay a deposit, and a small rental fee. The rental fee may be waived under certain circumstances.

HOA FAQ

Who makes the rules for the neighborhood?

There are two primary documents that govern the neighborhood: the ACC standards and the covenants. The ACC standards are the rules that mandate that homeowners must cut their grass, that they must maintain their property, what colors a house can be painted, etc. They are created and maintained by the board of directors for the HOA.

The covenants were put into place when the neighborhood was built. They cover the legal details of how the neighborhood is run, what the HOA must do, and things like that. They can only be changed by a resident vote, and require a super-majority of eligible homeowners to make such a change.

Where is the dues money spent?

The current budget is available from the HOA/board section of the website.

Who can I call about my mailbox?

If you are having a problem with your mailbox and need replacement parts, please contact Global Home Products at 770.409.8292.

Should I call Code Enforcement or the HOA about complaints?

Complaints about inoperable vehicles, parking in yards, long-term parking on streets, animal complaints, outdoor storage, illegal dumping, and other similar complaints should go to the Code Enforcement Board at 770.943.8010 ext 212 OR 205 24 hours day/7 days a week.

Questions about dues, painting your house or other improvements, amenities, etc. should go to the HOA via NMS at 770 222-2000 or PVNMS@BellSouth.net