



HIGHLAND OAKS

2021 Pool Opening

Summer is here! The pool will be opening on May 15th for the 2021 Pool Season!

Let's make it a safe and fun year for all! Please review these rules and make sure that your children understand them as well. These rules are in place for the safety and well-being of all residents. We ask that all homeowners enforce these rules when necessary to prevent residents from being injured or inconvenienced while enjoying the pool area.

Your access card from the previous pool season will be reactivated as long as your HOA dues have been paid in full and have no outstanding violations or fines. Homeowners with outstanding balances will not receive pool access. **Please note, if you allow anyone other than the residents in your home or your own guests into the pool area, it is theft of services. If someone's card does not work, you are not allowed to let them in, as they may not be in good standing.**

If your access card is not working or has been misplaced, please contact AMAG (our management company). Their number is listed below. To order a new card, please submit the form linked here: https://forms.office.com/Pages/ResponsePage.aspx?id=1VxedePhwE6qn_GzKJyM_cAXh8zKK7tDgiSWSYN4YNIUMVixNFJNSzFaUzJBVEw4WFBURINQSkQySS4u



RESIDENTS WITH UNPAID HOA DUES OR FINES WILL NOT BE GRANTED ACCESS TO ANY OF THE AMENITY AREAS.

Pool Hours

Sunday – Thursday 10:00am – 9:00pm

Friday & Saturday 10:00am – 10:00pm

*Please note when a lifeguard is not present, swim at your own risk.

Police Non-Emergency: 770-513-5100

AMAG: 678-407-1115

AMAG Website: https://frontsteps.cloud/caliberweb2_amag#!/landing/home

Highland Oaks Pool Phone (for Emergency Use Only): 770-962-9773

Highland Oaks Website: www.myhighlandoaks.com

Positively Pools: 770-972-3111; www.positivelypools.com

Pool Rules

Please read and be familiar with the following rules. These rules are in place to protect the homeowners of the community. It is the board and pool committee's intent to enforce all rules below. Violation of any pool rule may result in warnings, fines, and/or suspension of pool privileges.

POOL SEASON SCHEDULE

- ❖ 2021 Pool Opening Date: Saturday, May 15th
- ❖ 2021 Pool Closing Date: TBA
- ❖ Pool Hours: Sunday-Thursday 10:00am-9:00pm | Friday & Saturday 10:00am-10:00pm

WHEN NO LIFEGUARD IS ON DUTY

- ❖ When a lifeguard is not present, the pool is swim at your own risk.
- ❖ Residents must have their pool access card.
- ❖ Residents are not permitted to prop the gate open or open the gate for anyone for any reason.
- ❖ The gate must be securely latched at all times. If gate is propped open, it presents a serious safety and security hazard and could result in the pool being closed by Gwinnett County.
- ❖ If contamination occurs, call Positively Pools at 770-972-3111
- ❖ The pool phone is for **Emergency Use Only**.

AGE LIMITATIONS / REQUIREMENTS

- ❖ All children under the age of 12 must be accompanied by an adult resident to enter the pool area.
- ❖ It is recommended that children of residents between the ages of 12 and 15 successfully pass the lifeguard administered swim test.
- ❖ No member(s) and/or guest(s) under the age of 12 are permitted in the pool unless an adult resident is present to supervise.

ACCESS CARDS

Admittance to the pool is limited to residents who are in good standing, their family, and their guests.

- ❖ All residents must use their cards to enter the pool – maximum of two (2) cards per household allowed. Each homeowner is provided one card when they purchase their home. An additional card and/or replacement can be obtained at a cost of \$20.00.
- ❖ It is recommended that residents write their name on their access cards
- ❖ An **adult resident** must accompany ALL guests.
- ❖ Each household may have up to, but no more than, five (5) guests at a time. More than five (5) guests is considered a pool party and must receive prior approval. Please refer to the Pool Party Guidelines.
- ❖ NO SHARING CARDS.
- ❖ An owner CAN NOT be a guest of another owner, nor can their family Members
- ❖ Any homeowner found to be in violation will be subject to suspension of their pool privileges for the remainder of the pool season.

CONDUCT, HEALTH & SAFETY

Safety, Common Sense, and Common Courtesy

- ❖ Inappropriate conduct will not be tolerated (e.g. running, pushing, roughhousing, spitting, using bad language/profanity, or appearing intoxicated) and may result in expulsion from the pool and/or suspension of pool privileges.
- ❖ Please keep music at a low volume as a courtesy to others.
- ❖ Smoking is allowed in designated areas only.
- ❖ No illicit drugs or intoxicated people will be allowed in the pool area. No underage drinking will be permitted. If underage drinking is suspected or witnessed, please call the Gwinnett County Police at 770-513-5100.
- ❖ Persons with infectious or communicable disease(s), diarrhea, nausea, skin/eye/ear or respiratory infections, open lesions or wounds, etc. will not be permitted to enter the pool.
- ❖ No animals or pets are allowed in pool area.

- ❖ No glass containers, sharp objects, or hazardous materials are allowed in pool area or deck.
- ❖ No weapons are permitted.
- ❖ No food or drink is permitted **in** the pool.
- ❖ No diving is allowed. Only forward jumping from the side is permitted. Back dives, flips, cartwheels, etc. are not permitted from the side of the pool.
- ❖ No climbing on the fence or gate.
- ❖ The lifeguard post is for authorized personnel only. Use of the post by anyone other than the lifeguard on-duty is strictly prohibited.

ATTIRE

- ❖ Appropriate swimwear is required (no cut-offs, jeans, gym shorts, sports bras, underwear, thong bikinis, street clothes, or garments not intended as swimwear). Swimsuits must have a built-in liner. A swim shirt may be worn over a bathing suit while in the water.

SWIM DIAPERS

- ❖ Plastic/Vinyl pants worn over swim diapers are required for children who are not toilet trained and/or are under the age of three (3). Be prepared to show proof of proper attire.
- ❖ There will be a contamination fee levied if this policy is not followed. If contamination occurs, the responsible resident will be required to pay all costs to return the pool to Health Department standards.
- ❖ The Homeowners Association reserves the right to suspend member pool privileges for repeat offenders.
- ❖ All diapers must be changed in the bathroom and not on the pool decking or near the pool. There is a diaper changing table available in the bathroom inside of the pool gate.
- ❖ If the pool is closed due to fecal or vomit contamination, it must be closed for 24 hours, per Gwinnett County Ordinance.
- ❖ Report any incident immediately to the lifeguard on duty. If no lifeguard is on duty, contact Positively Pools at 770-972-3111

CONTAMINATION OF THE POOL

- ❖ Contaminations include broken glass, blood, fecal matter, or vomit.
- ❖ If contamination occurs, report it to the lifeguard on duty or if there is no lifeguard, call Positively Pools at 770-972-3111
- ❖ If the pool is closed due to contamination, it must be closed for 24 hours, per Gwinnett County.
- ❖ A sign will be posted at the gate and will be padlocked until the pool is re-opened.
- ❖ If contamination of any kind occurs, the responsible resident shall be required to pay all costs for the pool to meet Health Department Requirements

FOOD AND BEVERAGE

- ❖ No food or drink in the water.
- ❖ Gum chewing is prohibited in the gated pool area.
- ❖ Glass bottles and containers are prohibited in the gated pool area per Gwinnett County Ordinance. Broken glass in the gated pool area will result in pool closing, draining, cleaning and refilling. The responsible resident will be required to pay all costs for the pool to meet Health Department Requirements.
- ❖ Dispose of trash in waste receptacles only. There are separate recycling containers available.

GUESTS

- ❖ An adult resident must accompany all guests at all times.
- ❖ Each household may have up to, but no more than, five (5) guests at the pool per day. If more than five (5) guests are desired, please refer to the pool party/rental section below.
- ❖ Residents are responsible for their guests. All guests must abide by the rules.

LIFEGUARDS

- ❖ The lifeguard has the authority to maintain discipline at the pool. All residents and their guests are expected to abide by the pool rules and be respectful of the lifeguard. The lifeguard has the authority to ask anyone in violation of the pool rules to leave the gated pool area.

- ❖ There will be a 10-minute lifeguard safety break every hour. All patrons under the age of 12 must exit the water completely or Swim in the 1-foot mushroom area during this timeframe.
- ❖ Do not engage the lifeguard in unnecessary conversation while he/she is guarding the pool. If you need to discuss anything with the lifeguard, do so during break time.
- ❖ Ask the lifeguard if he/she is available to perform swim tests during the lifeguard break
- ❖ Only the lifeguard or other approved individuals may enter the pool house pump room.
- ❖ No one other than the lifeguard is permitted to blow a whistle.
- ❖ Report all accidents to the lifeguard staff. A first aid kit is available.
- ❖ Residents who have issues with the lifeguard should contact Positively Pools at 770-972-3111 or a member of the pool committee.

SWIM TOYS & EQUIPMENT

Swim toys and equipment (e.g. floatation devices, balls, snorkels and fins) shall be approved by the lifeguard prior to use. If the pool is crowded, these items may be prohibited at the discretion of the lifeguard.

- ❖ Frisbees, soccer balls, skateboards, rollerblades, bikes, and scooters are not allowed in the gated pool area.
- ❖ Pool furniture will not be removed from the gated pool area. If you do move furniture within the gated area, please put it back in its original place. Pool furniture is not to be placed inside the pool for any reason.

INCLEMENT WEATHER

If lightning or thunder occurs, everyone must exit the water and pool area for a minimum of 20 minutes after thunder has been heard. There will be no swimming during inclement weather.

SECURITY

The Pool and Pavilion areas are monitored by a video surveillance system that provides digital recording of events 24 hours a day, seven days a week. All activities are recorded to provide evidence regarding violations of the law and/or pool rules and to aid in the prosecution of any crime.

LOST AND FOUND

A basket is kept near the bathroom for lost items. The HOA is not responsible for the security of lost or found items.

RESPONSIBILITY

- ❖ Parents/Adult Residents are required to familiarize their children and guests with all facility rules and are responsible for their enforcement and actions at all times.
- ❖ Residents will be financially responsible for damages to Highland Oaks facilities inflicted by themselves, guests, or children.
- ❖ All Highland Oaks residents are encouraged to play an active role in maintaining and protecting all facilities and grounds. Stop and/or report abuses to the Lifeguard on Duty and/or Gwinnett County Police non-emergency at 770-513-5000

POOL PARTY / PAVILLION RENTAL

- ❖ Parties/large gatherings of more than five (5) guests are not allowed without prior written permission. All parties/pavilion rentals are managed by Liberty Community Management. Rentals are not available during Memorial Day or the Fourth of July weekend.

HIGHLAND OAKS VOLUNTEERS

- ❖ Highland Oaks Homeowner's Association has a team of residents who serve in volunteer roles such as committee members and board of directors for the best interest of the community.
- ❖ We ask all residents to respect all community volunteers and their families during their personal leisure time while at the pool. All official business related to the Highland Oaks Homeowner's Association should be done in official formal setting. Please contact AMAG at 678-407-1115 should you need to speak to the board of directors or committee member.

