



The Management Group Associates, Inc.

A FULL SERVICE PROFESSIONAL PROPERTY MANAGEMENT COMPANY

IMPORTANT FAMILY POOL CARD INFORMATION

March 16, 2011

Dear Norbeck Hills Homeowner:

The pool season is almost here! Enclosed is a copy of the family pool card application for use of the swimming pool facility for the 2011 season. For 2011, the operating schedule is listed below:

Opening Date	May 30, 2011
School Days	4:00 p.m. to 8:00 p.m.
Non-school Days	11:00 a.m. to 8:00 p.m.
Holidays	11:00 a.m. to 8:00 p.m.
Closing Date	September 5, 2011

If you have a family pool card and photo on file at the pool from last season:

Even if you had a family pool card and photo on file from last year, we still need to have you complete the application in detail for this year. The reason we are requiring you to fill out all your family information this year is to help us update and complete our records and validate your membership for the 2011 season.

Please complete sections **A and B** of the enclosed application and mail it to The Management Group Associates, 20440 Century Boulevard, Suite 100, Germantown, Maryland 20874-7115. Note: If you would like to update your photo, simply enclose the new photo with your application.

If you DO NOT have a family pool card from last season:

New pool members should complete sections **A and C** of the enclosed application. In addition, please include a photo of all people listed on the application (group photo preferred) and mail it with the application to The Management Group Associates, 20440 Century Boulevard, Suite 100, Germantown, Maryland 20874-7115.

Who can be included on the family pool card?

Only those people **actually residing in the home** (or owners, if you are an absentee owner) can be listed on the application/card. In order to limit overcrowding of the pool, please do not list the names of relatives or friends who do not live in your home.

If you rent your home to a tenant:

Family pool cards will be issued to **either you or your tenants**. Therefore, if you do not live in the community and would like your tenants to be able to use the pool, please be sure to forward this pool card application to them to complete. **Remember to sign the family pool card application to acknowledge that you are giving your tenants your right to use the pool.**

What is the procedure for bringing a guest?

Each household will be allowed a maximum of two (2) guests per day using the guest pass card.

The first guest pass card will be provided to each family which allows for up to ten (10) guests to be admitted over the pool season, again limited to a maximum of two (2) guests per day. It will be attached to your family pass card filed at the pool.

Note: No person who has had their pool privileges revoked or suspended may be a guest of a member.

Members may purchase additional guest pass cards for \$20 from The Management Group Associates or from the pool staff. (Payment by check only – no cash will be taken so plan ahead). Note: Guest passes are only good for the 2011 pool season.

How do you have your family pool card updated with the 2011 validation sticker?

Send your completed family card application and photo (if appropriate) to The Management Group Associates, 20440 Century Boulevard, Suite 100, Germantown, Maryland 20874-7115. Your validated family pool card will be on file at the pool on or after opening day.

We encourage you to mail your family pool card application so that it is received by no later than May 2, 2011 to ensure that your family pool card is ready and on file at the pool by opening day.

Your pool card will not be mailed to you. It will be kept on file at the pool. You should check in with the lifeguards whenever you enter the pool facility.

Please note that you may not receive pool privileges if you are delinquent in any payment due to Norbeck Hills Homeowners Association OR if you have an architectural or maintenance violation on your home or lot. These matters must be fully resolved before the family pool card will be sent to the pool.

Once the pool has opened for the season, owners/residents who come to the offices of The Management Group Associates to have their family pool card processed will be charged a \$25.00 processing fee if you want your family pool cards processed by 12:00 noon the following business day. There will be a \$40 processing fee for owners/residents who have their application processed while they wait at our offices. Pool pass processing hours are 9:00 a.m. to 4:00 p.m., Monday-Thursday and 9:00 a.m. to 2:30 p.m. on Fridays beginning May 23, 2011.

Have a safe and enjoyable pool season! If you have any questions regarding the above, please feel free to call.

Sincerely,



Ruchita Patel, Agent for
Norbeck Hills Homeowners Association

RP/mc
Enclosures
NH – III6, II f3