



FAQs & Key Info for NLCBC

Last Updated July 2026

Management Contact & Office Hours

Call / Text (During Office Hours ONLY): 678-413-3377

Email: manager@norrislakega.org

NLCBC Clubhouse & Office: 8320 Norris Lake Road, Snellville, GA 30039

Office Hours at Clubhouse: ****ALWAYS** check the **Weekly Announcement emails** (& various Urgent Announcements) for office hour **changes or closures** due to rentals, events, meetings, emergencies, weather, pool closures, etc.

- **Monday:** 12:00 pm – 5:00 pm
- **Tuesday:** 12:00 pm – 5:00 pm
- **Wednesday:** **CLOSED**
- **Thursday:** 3:00 pm – 8:00 pm
- **Friday:** 12:00 pm – 5:00 pm
- **Saturday:** 12:00 pm – 5:00 pm
- **Sunday:** **CLOSED**

NLCBC Website: www.norrislakega.org

Membership Cards & Amenity Access

Cards are issued ONLY to:

1. **Property Owners** listed on the deed (**priority**; receive 1–2 free cards per property purchase)
2. **Tenants** with a lease of **6 months or more**
 - a. Property owners do not retain Membership privileges for an address that is actively leased to a tenant
3. **Relatives or roommates** approved by the deeded owner in writing

Membership Card Requirements:

- Must be a **resident** at the **Membership Household** in good standing
- Must be **15 years** or older with a valid government-issued **ID**
- Children **14 and under** **MUST** be accompanied by an **adult card-holding Member** in good standing
- Vacant lot deeded owners have Membership benefits but **cannot** pass **Membership to another not listed on the deed**

Membership Card Info & Details:

- New Membership Cards for property owners are free only **immediately after purchasing their property** (up to 1 per deeded owner - limit 2 total)
- Replacement or additional cards for all Members are **\$25 each**
- Staff, Management, and Board Directors may ask for **Membership Cards & IDs** at amenities at **any time** and verify the month's delinquency list to ensure only **Members in good standing** and their guests are using amenities

Guest Policy for Members:

- Each Membership Cardholder may bring up to **4 guests per day** with a maximum of **8 guests per Membership Household per day**
- **Children DO count toward the guest limit**
- Guests must follow all **Rules & Regulations**
- Members may **request an increased guest limit** at www.norrislakega.org under “**Reservations/Rentals**” for standard amenity events (Main Beach, Sunset Beach, Peninsula), **but not at the Pool**
 - These reservations require a **deposit** and **signed email agreement**

Monthly Codes & Wi-Fi:

- Codes for NLCBC amenity gates, parking lot gates, and the community boat ramp (at Matheny Park) are **updated monthly on the first office-hours day after the 7th of the month** (when late fees post)
- **Property Owners & Tenants will receive the monthly access codes via their registered email** after codes are changed, so long as the account is in **good standing** at the time of change
 - Members are asked to **screenshot** the codes or **save the email** in an easy-to-find email folder for later reference
- Members whose property account was **delinquent at the time of the monthly email but later paid** may **request the codes from Management during office hours** (Text Preferred), provided the **requestor is already verified** with a current **deed or lease on file with the Association**

Dues & Payments for 2026

- **Monthly Assessment: \$75/month**

- **Due Date:** 1st of the month; late after the 5th (**\$75.00**)
- **Late Fee:** 10% applied on the 7th (**\$7.50**)
- **Increases:** Expect Annual Inflationary Increases (**2%-4%**)

Payment Options:

- **Owner's Portal:** Log in via www.norrislakega.org → "Residents" → "Owner's Portal", or directly at <https://nlcbc.managebuilding.com/Resident/portal/>
 - Check assessment **account** balance
 - Make payments or set up **autopay**
 - Review **documents**
- **Mail:** NLCBC Clubhouse, **8320 Norris Lake Road**, Snellville, GA 30039
- **In-Person and Drop-Off:** Clubhouse office has a secure drop-box

Delinquency List Accounts (Unpaid for the Month &/or Beyond):

- Amenity access will be **suspended** unless on **approved an Payment Plan**
 - Balances **over \$1,000** may result in a **lien** placed on the property
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Pool & Lake

Pool Hours & Seasonal Groups:

- **Season:** **Memorial Day** Weekend – Weekend of **Labor Day**
- **Daily Pool Hours:** 12:00 pm – 8:00 pm (**CLOSED Wednesdays**)
- **NL Lap Swim Group (NLLSG):** Tue, Thu – 8:00 am – 9:00 am
- **NL Water Aerobics (NLWA):** Mon, Tue, Thu, Fri – 10:00 am – 11:30 am
- **NL Mind & Motion (NLM&M):** Bi-Weekly Wed – 7:00 pm – 9:00 pm

Safety & Rules:

- **All swimmers use the pool and lake at their own risk**
- Posted **Rules & Regulations** and pool rules must be followed **at all times**
- **No lifeguards** are on duty **Ever** - Several **Swim at Your Own Risk** Signs

Lake & Fishing:

- **Size:** 106.7 acres | Avg Depth ~4 ft | Max Depth ~12 ft | Watershed: 9,070 acres
 - **Fish Stock:** Hybrid Largemouth **Bass (catch-and-release)**, Bluegill, Redear Sunfish, Bullhead, Redbreast, Gizzard Shad, White Bass, Channel Catfish, Black Crappie, Crawfish
 - Hybrid Largemouth Bass **MUST be released**; other species may be kept
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Amenities

- **Norris Lake itself:** private lake that allows motorized watercrafts (45mph)
- **Main Beach:** Play equipment, volleyball net, picnic tables, boat slips/docks
- **Matheny Park:** Play equipment, picnic tables, pier, community boat ramp
- **Sunset Beach:** Play equipment, picnic tables
- **The Peninsula:** Community garden, pavilion, children's playground
- **Tennis Courts:** 2 courts with seating & score chalkboard
- **Junior-Olympic-Sized Pool & Kiddie Pool:** Open seasonally
- **Community Events:** Both Association-hosted and Club-hosted
- **Clubhouse Rentals:** See www.norrislakega.org → "Reservations/Rentals"
- **Vendor Lot Rentals:** See www.norrislakega.org → "Reservations/Rentals"

Standard Rules to Remember:

****For full Rules and Regulations, visit www.norrislakega.org → “About” → “Association Rules & Regs”**

- **Animals at Amenities:**
 - The Peninsula is the only amenity allowing off-leash dogs
 - Dogs **MUST** be voice-trained, well behaved, and cleaned up after
 - Non-service animals are **NEVER allowed** at the Clubhouse, Pool, Main Beach, or Tennis Courts
 - **No glass** at the Main Beach or Pool
 - Fishing: **Only** rod-and-reel; no snagging, nets, trotlines, jug lines, or other fishing traps
 - All amenities remain **accessible to Members in good standing ONLY** & their **accompanied Guests** (within Rules & Regs limit)
 - **Do NOT feed the geese** or other wild animals
 - Always **shut and lock the gates** (ensure code isn't left in the padlock)
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Rent the Clubhouse or Reserve Other Amenities

- **Where to Book:** www.norrislakega.org → “Reservations/Rentals”
- **Eligibility:** Only **Verified Members** in **good standing**, **21+** years old
- **Booking Window:** Up to 210 days in advance, no less than 5 days before the event
- **Cost:** \$200 rental fee + \$200 refundable deposit (Clubhouse-specific) + Special Insurance Policy Costs; \$150 refundable deposit for other amenities (no fee or exclusive rights)

- **Insurance:** Special Event Liability insurance required (**COI must be submitted at least 48 hours before Clubhouse rental**)
 - **Outdoor areas remain public to Members;** only Clubhouse interior is reserved (Clubhouse-specific)
 - Reserving outdoor amenities does **not** come with exclusive usage rights, but rather is required for you to bring more than your allowed guest limit
 - Cleaning must follow the checklist included in the rental agreements
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Other Important Contact Info

Emergencies: 911

Gwinnett Non-Emergency: 770-513-5700

DeKalb Non-Emergency: 404-294-2911

Gwinnett Animal Control: 770-339-3200

DeKalb Animal Control: 404-294-2996

Gwinnett County Code Enforcement:

<https://www.gwinnettcounty.com/departments/planningdevelopment/services/codeenforcement>

DeKalb County Code Enforcement:

<https://www.dekalbcountyga.gov/code-compliance/code-enforcement-report-violation>

- NLCBC does **not** have the authority to **maintain or regulate resident-owned or county-owned property**
 - Issues such as overgrown lawns, trash accumulation, or illegal burning must be reported directly to **county Code Enforcement or police**
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