



RBP Pumping Policy

Yearly assessments cover pumping RV/Camper holding tanks one time per week (Monday through Thursday). The day of the week may vary depending on the number of tanks and locations to be pumped for efficient pumping.

Send an email or text to **rbpark.pumping@gmail.com** with your Lot and Block # to be put on the MONDAY pumping list. When sending the email/text, **ONLY** send your lot and block. It needs to be in **000-00** number format, with LOT listed FIRST, then the block. It **HAS** to be a 3 digit lot, a dash, then a 2 digit block with no spaces. Lot and block numbers must be in this format with no other wording, or your request will be rejected. For example, if you are lot 1 in block 1, you would send 001-01. Lot 5 in block 7 would be 005-07. Lot 29 in block 10 would be 029-10. Make sure you use the number 0 and not the letter O. **DO NOT** forward your previous emails/texts. If you are emailing your request, **DO NOT** use the subject line, put your lot and block in the **BODY** of the email. If you have more than one lot, send a separate email/text for each lot and wait at least 1 minute before sending the next one. Your pump request **MUST** be sent via email/text to **rbpark.pumping@gmail.com**. **DO NOT** text it to the office phone number. **DO NOT** text it to the park managers phone number. **DO NOT** send it to the office email address. It **WILL NOT** be accepted. You are responsible for sending your lot and block in the correct format. You will get a rejection email/text if it is not in the correct format. Make sure you watch for this and be sure to check your Spam/Junk folder. RBP is **NOT RESPONSIBLE** for any cellular carrier issues, or failure to send in a corrected request after a rejection has been sent. If your request comes in after 9pm, you will be put on the next Monday's pump list.

Again, the format is very important so that your request will not be rejected by the system. No extra information other than the numeric format of your lot and block should be sent. Remember for emails, **DO NOT** use the subject line, put your lot and block in the **BODY** of the email. **DO NOT** forward old texts or emails.

You do not need to wait until Sunday to send in your request. You can start as early as Tuesday morning. If you have bad cellular service at the park, and you know you are coming, send your request from home.

In order to cater to extended stays of property owners, three (3) additional Friday pumps per year will be available at no additional cost for property owners that request this service. Property owners must fill out the Friday Pump Request Form no later than Monday at 3pm on the week of the Friday they want pumped. Requests received after 3pm will not be accepted. You can do this by going to <https://riverbendparkhardyar.com/friday-pump-req>. **DO NOT** email the office, **DO NOT** call the office for a Friday Pump. Friday Pump requests will **ONLY** be accepted by filling out the form on the website.

Any **off-schedule** pumping will be charged a **\$25 pumping fee**. This includes, but not limited to, emergency pumps, other additional pumps (after the three listed above) or special request for pumps on tanks that prove to be empty.

All pumping will be contingent on park employees **HAVING CLEAR ACCESS** to RV/Camper holding tanks **INCLUDING UNLOCKED ACCESS DOORS** and **CLEAR PATHS** from the road to the RV/Camper holding tank valves.

Effective January, 2022