

Frequently Asked Questions

Pool Operating Information

- The Street Address at the Clubhouse is 12796 Emerald Bay Drive.
- The pool is open from 9am to 9pm during the summer months (Memorial Day to Labor Day). Outside of these dates, the pool is closed for maintenance.
- Please read and understand the Clubhouse Rental Agreement and Clubhouse Rental Checklist. There are links to each of these in the "Members Only" Section.

TERMS & CONDITIONS

- Reservations to rent the clubhouse can be made by any Member of the EBHOA who is in good standing. Non-members of EBHOA are not allowed to rent the clubhouse; it is paid for and for use by members only. Rental of the Clubhouse obligates the renter and his/her guests to abide by all terms and conditions of each policy.
- **Please provide the following information to the Clubhouse Rental Coordinator:**
 - Your Name: Your Email Address: Your Street Address: Your Phone Number: Today's Date: Date you want the Clubhouse: Nature of your event: Number of Guests expected: Start time of your event (include setup time): End time of your event (include cleanup time): Any comments or requests:

Are guests allowed to use the amenities?

- Only Members of the EBHOA, who are in good standing, may rent the Clubhouse. However, you can invite any guests you like. You are responsible for the way they behave while at your event. Your guests are expected to abide by all provisions of the Clubhouse Rental Policy, which you can find in the "Downloadable Files" Section. If you want to allow guests to use the Pool, you must also ensure that they comply with all provisions of the Pool Policy.

My pool fob doesn't open the gate to the pool. Who do I contact about this?

- There are two requirements for a homeowner to have access to the pool: you must be paid up on your dues, and you must have returned a signed copy of the Pool Policy to the Board of Directors. If these conditions have been met, your fob should work.
There have been instances where the fob itself fails. In this case, you can obtain a new fob by contacting the HOA Board.

Who runs the Emerald Bay Homeowners Association?

- The affairs of the Association are overseen by the Board of Directors. There is one director from each of the five subdivisions. The Board of Directors elect officers to serve the Association.

How is the figure established for the annual Homeowners dues?

- Near the end of each year, the Board prepares a Budget for the following year. Homeowner's dues are set based on expected expenses, the expected cost of any Capital projects that might be approved at the Annual Meeting, and the number of members in the Association.

I think that my neighbor may be out of compliance with the Covenants. How do I deal with this issue?

- In 2007 the Association adopted an amendment to the Covenants establishing a Grievance Policy, administered by a Grievance Committee. Go to the Grievance Policy for details as to how to determine whether you have a valid grievance, and how you should proceed.