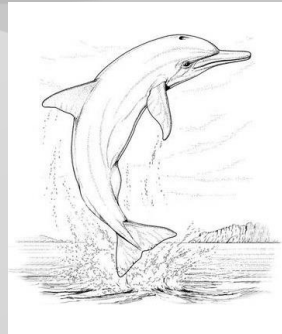


Willow Glen Homeowners' Association  
P.O. Box 18216 San Jose, CA 95158  
408-226-6445



## POOL INFORMATION FOR HOMEOWNERS & ASSOCIATE MEMBERS

### Pool Admission/Members Only

Please bring proper identification for admission to the pool when getting a key card. You need some form of photo identification, such as a driver's license or a California identification card. If that identification does not identify you as residing within the boundaries of the WGHOA, you also need to bring proof of residence. That proof can be any utility bill, listing your name with a WGHOA address, a house payment coupon etc.

*We will begin updating our membership on opening day. No admittance is permitted to Homeowners who have not paid their yearly dues. All members must have a photo on file.*

### Are you selling your home soon?

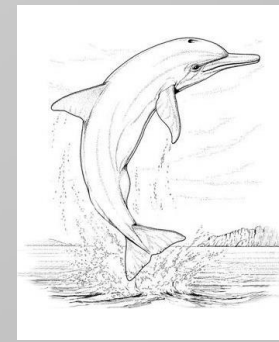
When selling your home make sure your dues are paid in full and that the required \$500.00 transfer fee is paid in escrow. Please inform the buyer that we have yearly dues and that they must pay them yearly when they purchase a home in our association whether or not they choose to use the pool. Your Realtor needs to contact the Bookkeeper at [bookkeeper@wghoaencorepool.com](mailto:bookkeeper@wghoaencorepool.com) for a HOA packet.

LIKE US ON FACEBOOK!  
WGHOA Encore Pool



HOMEOWNER DUES ARE MANDATORY.

*Remember that homeowner dues are due upon receipt in January, and must be paid by April 1st, or they become delinquent. It might seem like a smart idea to save some money by delaying the payment of these dues, but it isn't. These fees are similar to property taxes in that they must be paid, if not paid, various legal remedies will be taken by the Association to guarantee payment. Obviously, since the fees are even higher than the dues, it doesn't make financial sense to delay the payment of the dues. If you find yourself in a financial bind, please contact the Association at 408.226.6445 as soon as possible! Don't add additional expenses by ignoring the bill. And thank you to all of you who paid on time.*



WILLOW GLEN HOMEOWNERS' ASSOCIATION

P.O. BOX 18216 SAN JOSE, CA 95158 | 408.226.6445

SUMMER 2022

# ENCORE POOL SEASON OPENS SATURDAY MAY 14!

**FREE HOT DOGS, CHIPS & SODA 5/14 1-3 PM!**

Encore Pool  
Opening Day!!  
Saturday, May  
14<sup>th</sup>. Pool opens  
at 1pm.

### INFORMATION

Welcome to the 2022 Pool Season! On May 7<sup>th</sup> you can stop by the pool from 10:30-1:00 to pick up your key.

May Hours: 8am-7:00pm.

Staffed weekends only beginning May 14 1-7:00pm.

Keys exchanged  
from 1-5 on Weekends only in May.

Look for pool information, forms, rules and updates on our Pool website. [www.wghoaencorepool.com](http://www.wghoaencorepool.com).

Please take the time to familiarize yourself with our pool rules and check-in procedures to ensure that the pool is a safe and fun place for everyone.



## Pool Rules:

Become familiar with our pool rules. Water safety is important for all members while at the pool! The pool is not a place where children can be left alone unsupervised. The Encore Pool rules are available in English, Spanish and Vietnamese. Ask the attendant at the front desk for a copy and read the rules.

## Management & Staff:

We ask each pool member to be cooperative with our Pool Manager and Lifeguards, to be especially mindful of our gate attendants. Please respect the important role our young attendants play in providing for your comfort and security. Our Attendants will ask for proper identification each and every time you use the pool. We have had some unfortunate incidents with unauthorized persons using the pool in the past. Please remember we keep a list and photos of Associate Members (members who do not belong to the Homeowners association) and homeowners..

**Guests:** Are considered relatives or friends who do not live at a member's residence and are required to pay a ten-dollar fee to use the pool facility and grounds. All Members are required to be present at the pool as long as their guests are using the pool or pool grounds. Guests will be asked to leave when the pool member leaves. Anyone who abuses their guest privileges will be billed a Compensatory fee and can lose pool use privileges. This season, Guest Fees will be \$10.00 dollars per person.

**Proper Swimming Attire:** is required of anyone who uses the pool. Clothes are not considered proper swimming attire; this causes lint and detergent residue to affect water and chlorine quality. Hair bands are absolutely required of all individuals with hair of shoulder length or longer when using the pool. Our lifeguards will not allow anyone who doesn't follow these rules to use the swimming pool.

**Pool Hours:** The pool will be open in May from 8 am to 7:00 pm; and beginning mid-June from 8 am to 8 pm. Check the pool information board for posted hours through the summer as they vary month to month.



**Young Children:** Must always be watched by a parent or an adult when they are in the pool or pool grounds. Water safety is very important, and children who are not water safe should never be left alone in the pool. Any family who does not abide by the pool rules will lose privileges to use the pool. Copies of pool rules are available at the gate. Children over eight years of age who pass the lifeguard test are allowed to use the pool without a parent or adult **ONLY** when there is a lifeguard on duty and an Unaccompanied Minor form on file. Proof of age will be required. Any child who has passed the test and is at the pool when the lifeguard ends the evening shift will be expected to leave the pool immediately.

**Key Cards** will be available starting May 14th during weekends only. Members that are in good standing will have their key cards automatically activated. If you have lost your key there is a fee to replace it, you will need to visit the pool during staffed hours to receive your new key card. Members who have not visited the pool during the weekend to get a key will not be able to use the pool during the week until staffed. The pool will be fully staffed as soon as school is out during the second week of June. Per pool rules, members may not open the gate or give anyone entrance who doesn't have a key. Our pool has liability for all its members and is considered a private club.

**Pool Parties:** You can have your party at the Pool! For more information you can find the form on our website or inquire at the attendant desk by the gate.

## We are hiring Certified Lifeguards!

We are looking to hire certified lifeguards to join our Team. Are you interested in joining the Board of Directors or helping with Social Activities around the pool? Contact our Pool Manager to join and help make this a great swim season!

## CITY PHONE NUMBERS:

Keep our streets safe! Dial 311 if you see suspicious activity! WGHOA board is sympathetic to but does not have jurisdiction over noisy dog issues or abandoned car problems in our neighborhood.

San Jose has a new webpage and mobile app to report graffiti, abandoned cars, request junk pick up and more. <https://www.sanjoseca.gov/your-government/departments-offices/customer-service/san-jose-311>

**Encore Pool Activities:** We would like to invite everyone to periodically check our information board for posting of fun activities that will go on throughout the summer. Activities such as ice cream social, 4<sup>th</sup> of July, Father's Day root beer floats, community BBQ and much more are posted monthly!

## Encore Pool Swimming Lessons

Encore Pool will be offering swim lesson classes during the summer. Info & Sign up at the front desk.

## Now Available at the Front Desk!

Guest passes \$50.00 for 6 passes. A \$10.00 savings! Snack Shack Debit Card! Pay and buy anytime from the snack shack. Put on any \$ amount on the card!

We have made some property updates over the winter. We hope you enjoy the new front desk area. We ask that all members please read the rules and regulations and make every effort to abide by them. Our staff of attendants and lifeguards are on duty to ensure your safety. Please be courteous to them and follow their instructions. Please book all parties and pay the proper fees. A lifeguard must be on duty for everyone's safety. Wishing Everyone a great swim season.



