

## Access Card Guidelines

Access cards to allow you to gain entry into the gated amenity areas.

Access cards are a benefit that will improve the ability to identify residents who are entitled to use the pool area and will help minimize use by non-residents or members who are not in good financial standing. If you appear at the pool, tennis or basketball areas without your access card, you will be asked to leave to retrieve your card or until your account is paid in full.

If you are currently in good financial standing with the Association and need a new or replacement pool card:

- Please contact your Property Manager, Memrie Creswell at [mcreswell@cmacommunities.com](mailto:mcreswell@cmacommunities.com). The cost of new or replacement card is \$40 per card and we must have payment in advance, mailed to CMA. Once your check or money order clears, a card will be mailed to you and activated by a Board Member as long as your HOA account reflects a \$0 balance with no outstanding property violations. (1 card per household)
- If you have an outstanding balance, please contact Memrie Creswell at 404-835-9159 to make arrangements to pay your balance before your card is activated or issued. **If you have not paid your HOA dues on time according to the payment coupon dates, there could be a 14-day wait period to have a card mailed to you and activated.** No HOA dues payment will be accepted onsite at Crawford Oaks and all payments must be mailed to CMA. The only way to ensure your HOA account is paid in full is to contact Memrie Creswell at [mcreswell@cmacommunities.com](mailto:mcreswell@cmacommunities.com) or logon to your online account.
- Once your balance, and all property violations, are clear, please reach out to Memrie Creswell and an access card will be mailed to you (or activate the one you already have) for your household. Please may make arrangements for reactivation by emailing [mcreswell@cmacommunities.com](mailto:mcreswell@cmacommunities.com). **Please allow 14 days for reactivation after your payment has cleared.**
- Pool Access cards MUST be with you and guests 14 years and older while at the pool area.
- Access cards should not be passed out to anyone outside of your household. **If you are discovered passing your card along to another resident or propping open the gate for others, you and that homeowner will be fined \$100 per occurrence and your cards will be deactivated for the season.**
- If you are approached by an adult resident or pool attendant and you don't have your pool access card, please voluntarily leave the pool area and return with the access card.
- If you lose your pool access card, there will be a charge of \$40/card to the resident for replacement. Please allow up to (14) fourteen days for replacement card.

## **Access Card Guidelines**

- Residents who choose to question someone for either the access card requirement or any other infraction outlined in the Pool Rules on the next page must do so in a non-confrontational and respectful way. Please do not get into any physical or verbal confrontation with anyone.
- If the situation warrants, please call the City of Oakwood Non-Emergency number at 770-534-2364 to report the incident or call 911. Please do not ever place yourself or your family in harm's way.

We would like to thank you in advance for your full cooperation and support. If you have any questions, comments or suggestions, please feel free to contact your Property Manager, Memrie Creswell at [mcreswell@cmacommunities.com](mailto:mcreswell@cmacommunities.com) or 404-835-9159.