

Dear Homeowners of Heritage Hill Condominium Association I,

**UNIT OWNERS SUBMITTING THIS POOL  
APPLICATION MUST COMPLETE THE ONLINE APPLICATION** at  
<https://swimmingpoolpasses.net/heritage-hill-condominium>, or you may use the attached application  
to mail in your pool pass information.

**We are pleased to announce that the pool will be open this season, May 27, 2023 at 12 noon! This year, there are several changes to the pool services.**

1. The association will be using **Assess Granted Systems, LLC** to generate pool passes. You must present your pool pass to gain entrance into the pool area. No exceptions!
  - a. We understand that your pool pass will be mailed to you, however, this will not prevent you from accessing the pool. During the first 2 weeks after the opening, once your application has been approved, you can use the email confirmation approval that you receive. We will allow you to use the PDF associated with your pool pass approved application until your hard passes are received in the mail. You will need to present that PDF copy each time you go to the pool. You can print the PDF from your computer at home.
2. The pool company has changed. Winkler Pool Management Inc. will manage the pool and will expect strict adherence to the Pool Rules and Regulations, to ensure a successful season!
  - a. As you may recall, last season there were many challenges at the pool, to include unwelcomed attendees at the pool.
  - b. The lifeguards permitted unacceptable behavior that potentially jeopardized all owners and their families safety. If there is an issue at the pool, please file a complaint using the email listed below and follow the instructions.

Pool passes will be mailed to your home upon approval. You have the option of mailing in your application, or you may submit your application online at: <https://swimmingpoolpasses.net/heritage-hill-condominium>. If there is an alternate address on file for the unit and you have a tenant, the pool pass will go to the owner at the alternate mailing address, and tenants will need to retrieve the passes from their landlord. There is a limit of six pool passes (for residents) and one guest pass per address. If you have issues regarding the number of people in your household you may contact us at Residential Realty Group, Inc [supportservices@residential-realty.com](mailto:supportservices@residential-realty.com). *Make sure you include in the Subject Line- Pool Passes/HHI. The body of the email should address the issue you have. You may also submit complaints using this email as well, and include the same subject line. If you fail to use this subject line, your email will not be addressed.*

If you prefer, you can mail a paper application to:

Swimming Pool Passes, LLC

11 Bee Tree Mill Court

Parkton, MD 21120

Please allow 7-10 business days for processing time to receive your pool passes.

**DO NOT MAIL YOUR APPLICATION TO RESIDENTIAL REALTY GROUP, INC.**

If you do, your application will not be processed.

For quicker processing, we recommend you apply online:

<https://swimmingpoolpasses.net/heritage-hill-condominium>

**Additionally, for all unit owners who have tenants, you must also sign the Unit Owner Authorization Form and submit it with this application in order for your tenant(s) to use the pool. Color photos must accompany all applications and should be a full-face head shot and must fit in the box on the application. No driver's license photos! Children's photos must be current. Names/birth dates/age/relationship must be submitted with pictures.**

**There are two age groups. Adult passes are for person 18 years and older. And Youth passes are for person 17 years and under. The same applies for the Guest Pass.**

**Tenant Pool Passes-**

If you do not have a current lease on file for your tenant, you may submit a lease on the website with your application. Follow all instructions printed on the application. You must acknowledge you have read the **2023 Pool Rules and the Unit Owner Authorization paperwork.**

Tenants will also need to provide proof of residency, via a BGE utility bill or another addressed piece of mail. Your lease must be on file with Residential Realty Group, (or Tidewater Property Management). You will need to upload the proof of residency when completing the pool pass application.

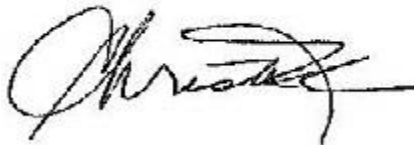
**If you are the Unit Owner, please be sure your tenants understand the 2023 Pool Rules. It is your responsibility to ensure your tenants ABIDE BY THE POOL RULES and REGULATIONS. You are responsible to your tenant's actions while visiting the pool.**

**Failure to follow the Rules and Regulations for the Heritage Hill Pool will result in your removal from the pool and you will no longer be permitted access to the pool.**

Let's make this a great 2023 Pool Season for all.

Sincerely,

RESIDENTIAL REALTY GROUP, INC.

A handwritten signature in black ink, appearing to read 'Christian Bowie', with a stylized flourish at the end.

Christian Bowie,  
Community Association Manager on behalf of Heritage Hill Condominium Association I

Enclosures: 2023 Pool Rules and Regulations  
Pool Pass Application