

**SOUTH BANK / RIVERCREST HOMEOWNERS  
ASSOCIATION, INC.  
POTOMAC FALLS, VIRGINIA 20165**

Dear Rivercrest Residents:

The 2023 swim season at the Rivercrest pool facility is scheduled to open on Saturday, May 27, 2023, weather permitting. The Board of Directors of South Bank Homeowners Association, Inc. is confident the Pool Management Company will provide a high level of service in keeping the pool clean and safe for the residents to enjoy.

**POOL HOURS**

Pool hours from May 27, 2023 to September 4, 2023 are as follows:

**SUMMER HOURS:**

|            |                         |
|------------|-------------------------|
| Weekdays:  | 10:00 a.m. to 8:00 p.m. |
| Saturdays: | 10:00 a.m. to 8:00 p.m. |
| Sundays:   | 10:00 a.m. to 8:00 p.m. |
| Holidays:  | 10:00 a.m. to 8:00 p.m. |

**POOL ADMITTANCE**

**Residents must have a keytag pool pass. If you registered in previous years, the pass you were issued is valid for 2023 and you don't need to do anything.** Please read the below instructions to register for your pool pass if you:

- 1- are a new resident;
- 2- have a child who did not need a pass last year (under 2 years), but does now (over 2 years);
- 3- did not register last year; OR
- 4- have an additional household member

**REGISTRATION IS ON LINE!**

Any household member who will use the pool **MUST** be registered for a pool pass. Please **DO NOT** list anyone other than persons residing in your household. Children under the age of two should also be listed but do not require a pool pass. Registration instructions:

- 1- Log on to <http://pool.rivercrest.org>
- 2- Click "register here" if it's your first time on the pool pass site (otherwise just log in with your user name and password.)
- 3- Enter registration information as prompted.
- 4- Check your email. You will receive a verification email from the system. Click on the link in the email to return to the registration system and log in
- 5- Select your address from the drop down menu (note that once your address has been selected, it will no longer appear. If your address is not in the menu and you have not registered, please contact [pool@rivercrest.org](mailto:pool@rivercrest.org))
- 6- Click "add resident" and enter information for each family member. The "image" field allows you to upload your photo. All photos should be .jpg or .png files, with a maximum size of 1MB). NOTE: if you are unable to upload your photo, your pass will be held at the pool, so you can provide a photo for the file.
- 7- Click "update data". This will bring you to the screen where you can repeat #6 and add all household members. **THAT'S IT—You're registered! Your passes will be mailed to your home.**

## **NON-RESIDENT OWNER/TENANTS**

When a unit is occupied by a tenant, only the tenant or owner may use the pool, not both. Non-resident owners who intend to use the pool should follow the normal registration instructions. If the tenant will be given the pool privileges, the non-resident owner must sign into the system and register their tenants. Please note that the OWNER assumes all responsibility for their tenants' adherence to pool rules. **Owners must collect passes from tenants who move out.** You may use these passes for new tenants by making the changes to the registration and uploading new photos (NOTE: Users will be denied entry if the data associated on the pool pass does not match the user entering the pool, so please be sure to update the information on line).

***Please do not dispose of your pool pass at the end of the season. The same passes will be used next year. Homeowners are responsible for returning their pool passes to the Association's agent, Sentry Management, upon the sale of their property.***

## **GUEST PASSES**

If you registered in previous years, each household was issued a **Guest Pass Keytag**. This pass will be automatically re-loaded with ten (10) guest passes for the 2023 season. Guest passes are valid for the day they are first used. Once you have used your ten passes or have lost your prior years' keytag, you can request more by contacting [pool@rivercrest.org](mailto:pool@rivercrest.org). Additional passes are available for purchase in increments of ten for \$20.00. You will be asked to return your keytag to be issued a new one.

*If you do not have internet access to register for pool passes, please contact Sentry Management for assistance at 540-751-1888 x56604.*

The guards will strictly enforce the use of these pool passes for admittance and if you don't have your pass, you will not be allowed entrance into the pool. **There will be no exceptions to this rule.** If you lose your pass, please log in to the pool pass system through <http://pool.rivercrest.org> and request a replacement. Replacement passes are \$5 each. Please allow 7 days for your pass to be waiting at the pool. Make all checks or money orders payable to South Bank HOA and send to SBRHOA, 50 Catocin Cir NE, Suite 301, Leesburg VA 20176.

**Only members with accounts in good standing will be issued passes.** The pool pass system will be updated to reflect past-due account balances throughout the season. Accounts that become delinquent during the pool season will have passes deactivated. If you have questions about your account, please call Sentry Management at 800-932-6636 or email [communitycare@sentrymtg.com](mailto:communitycare@sentrymtg.com).

Please review the rules and regulations on the website at [www.rivercrest.org](http://www.rivercrest.org). Should you have any questions regarding pool use, please contact the Community Manager, at (540) 751-1888 extension 56604, or [kevin.miller@sentrymtg.com](mailto:kevin.miller@sentrymtg.com), for additional information.

Thank you for your attention to the above.

Thank you,  
Board of Directors  
South Bank / Rivercrest Homeowners Association, Inc.