



Clubhouse & Pool

Frequently Asked Questions

1. Is there a quick way to find what I am looking for without reading each question?

*Yes, simply hold down the control key (ctrl) and press the "F" key. A find or search box will appear. Type a keyword into the box and press "search" or "find". This should quickly locate a keyword in **any** type document.*

2. Who maintains the Tudor Branch community pool?

Elite Pool Maintenance performs year-round services to ensure proper water chemistry and they also provide pool attendant management services during the swim season.

3. How do I submit a written concern or complaint letter about pool operations and/or community pool attendant staff?

Several options are available.

- 1. If you have a staff complaint send an email to the pool attendant manager at tudorbranchpool@gmail.com*
- 2. If the manager doesn't satisfactorily attend to your complaint or you have a pool operations concern send an email to the HOA's pool management committee at pool@tudorbranch.info*
- 3. You may also submit a pool operations concern letter into the HOA community drop box located beside front door of clubhouse*
- 4. Or you may mail a letter to:*

**Tudor Branch Community Association, Inc.
c/o Association Link
805 A Oakhurst Drive
Evans, GA 30809**

4. Can a non-resident join the community pool? How do I submit my request?

Yes, but a Tudor Branch resident sponsor is required. To request pool membership simply visit www.tudorbranch.info and look for Pool Membership Link on left side of webpage.

5. Can a non-resident reserve the community clubhouse or schedule a pool party.

Yes but he/she must be a current pool member to request a clubhouse rental or schedule a pool party. After joining the community pool, non-resident members are referred to by the HOA as Associate Pool Members.



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6. **What type of clubhouse rental or pool party reservation is available?**

During swim season, which begins the first Saturday in May and ends the last Saturday in September, the only rental offered is a pool party but party members and guests are **NOT entitled to exclusive use of the clubhouse**. Pool patrons will need access to clubhouse restrooms which are located within building. Pool parties offered on Thursday, Friday, and Saturday for a maximum of three hours. You must have a current active pool membership application on file with the HOA in order to request a pool party.

During non swim season, October thru April, full day Monday thru Friday or half day Saturday and Sunday **exclusive use rentals of clubhouse are available**. Only property owners, tenants and Associate Pool Members (resident sponsor required) are permitted to rent the community clubhouse.

7. **How do I submit a pool party request?**

During swim season (May thru Sept): Pool Party Request Process

View the online community calendar at www.tudorbranch.info → Resident Login → Calendar to verify preferred date and time are available. Previously booked parties will be indicated on the calendar by family's last name and their scheduled pool party hours. If your preferred party date and time are available, then:

Look on left side of webpage and click on "eForms" and select/click on the "Pool Party Reservation Request" link. Simply submit this electronic form to request a pool party for your selected date and time. If you have any questions, contact our Reservations Scheduler at 706-922-0903 or email pool@tudorbranch.info Submit signed party request form and payments via mail or in person to our property management company: Association Link, 805 A Oakhurst Drive, Evans Ga. Reservation will not be confirmed until the signed pool party form, deposit, and party fee are received.

8. **How do I submit a clubhouse rental request?**

During non swim season (Oct thru April): Clubhouse Rental Process

View the online community calendar at www.tudorbranch.info → Resident Login → Calendar to verify preferred date is available. Previously booked clubhouse reservations will be indicated on the calendar by family's last name. If your preferred party date is available, then:

Look on left side of webpage and click on "eForms" and select/click on the "Clubhouse Reservation Request" link. Simply submit this electronic form



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to request your clubhouse reservation. If you have any questions, contact our Reservations Scheduler at 706-922-0903 or email clubhouse@tudorbranch.info Submit signed rental contract and payment via mail or in person to our property management company: Association Link, 805 A Oakhurst Drive, Evans Ga. Clubhouse reservation will not be confirmed until the signed rental contract, deposit, and party fee are received.

9. What seating capacity is provided for clubhouse rentals i.e., how many chairs and tables are included?

The clubhouse currently seats thirty-nine people with a maximum occupancy of seventy persons. The clubhouse is furnished with two leather couches, two pub tables, eight pub chairs, two armless chairs, four rectangle folding tables (72”L x 30”W x 30”H), one rectangle 48”L x 24”W adjustable height (24”, 29”, 36”) folding table, three barstools and twenty folding chairs.

10. What amenities are provided for clubhouse rentals?

The Tudor Branch Clubhouse is equipped with two restrooms, two coffee makers, a refrigerator, freezer, microwave, blender, telephone (local calling only), HDTV television (WOW! “Expanded Basic” channel tier), Wi-Fi internet access (password required and available on community website under “Pool & Clubhouse Documents” link), DVD (non blu-ray) Player, vacuum cleaner, broom/mop, basic cleaning supplies and grill utensil set. A park style charcoal grill is provided at poolside. Please clean grill after use. The women’s restroom also provides a baby changing station.

11. Does the (non blu-ray) DVD player located in the clubhouse support multi-formats and provide progressive scan?

Yes, the unit offers progressive scan and supports the following type formats: DVD-Video, DVD-R, DVD-R (dual layer), DVD-RW, DVD+R, DVD+R (dual layer), DVD+RW, CD (CDDA), HDCD and CD-R/RW (including MP3 and JPEG).

12. Once my off season clubhouse rental is confirmed how do I access the facility?

A key storage combo safe (located beside front door of clubhouse which faces the parking lot) will be provided to you. Inside the keysafe is an electronic keyfob that will unlock the pool gates and a rear clubhouse electronic access door.



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- 13. How do I unlock the non electronic clubhouse doors once I am inside?**
Simply turn the locking mechanism and push down on the handle to “pop-out” the lock. Use caution when exiting doors to ensure the lock mechanism does not engage from an inadvertent bump.
- 14. Please explain the light switches that are located inside the clubhouse?**
Flood lights installed on clubhouse exterior illuminate poolside, the parking lot and the children’s playground area and are controlled via a manually operated timing device that is located inside the kitchen. Light switches for interior florescent bulbs are located at all clubhouse entry/exit doors. Ceiling fan and ambient lighting switches are located near the foyer. Note: Foyer light at poolside is an emergency light that operates dusk to dawn.
- 15. What is the address and phone number to the clubhouse and pool?**
The Tudor Branch Clubhouse & Pool address is 509 Tudor Branch Drive, Grovetown, GA 30813 and the phone number is 706-868-9113.
- 16. Who is the contact person(s) in charge of the community information board located at the clubhouse?**
Please contact the Community Program Director at cpd@tudorbranch.info if you would like to post a lost and found notice or advertise ‘personal’ items for sale such as furniture, decorating accessories, etc.
- 17. Am I allowed to post commercial information or business referrals in the community information board?**
No, residents who are interested in advertising commercial information to our residents should email communications@tudorbranch.info
- 18. Am I allowed to post flyers advertising my planned clubhouse rental function inside the community information board?**
Yes, residents who are interested in posting flyers to advertise the purpose or function of their clubhouse reservation may submit the flyer to recreation@tudorbranch.info All flyers must be content-approved by the Tudor Branch HOA prior to placement inside information board.
- 19. What are the contact email addresses associated with the clubhouse and pool?**
*Clubhouse rentals & pool party reservations: clubhouse@tudorbranch.info
Pool Attendant questions/complaints: tudorbranchpool@gmail.com
Pool policy complaints or recommendations: pool@tudorbranch.info*
- 20. How can I get a question and answer added to this list?**
Simply send an email to cpd@tudorbranch.info