

# Welcome | East Spring Lake



## Contents

**ESL Street Map | 2**

**Nearby Neighborhoods Map | 3**

**Schools/Utilities for Roswell, Cobb County | 4**

**New Neighbor BIO (please complete before orientation) | 7**

**ESL HOA Board | 8**

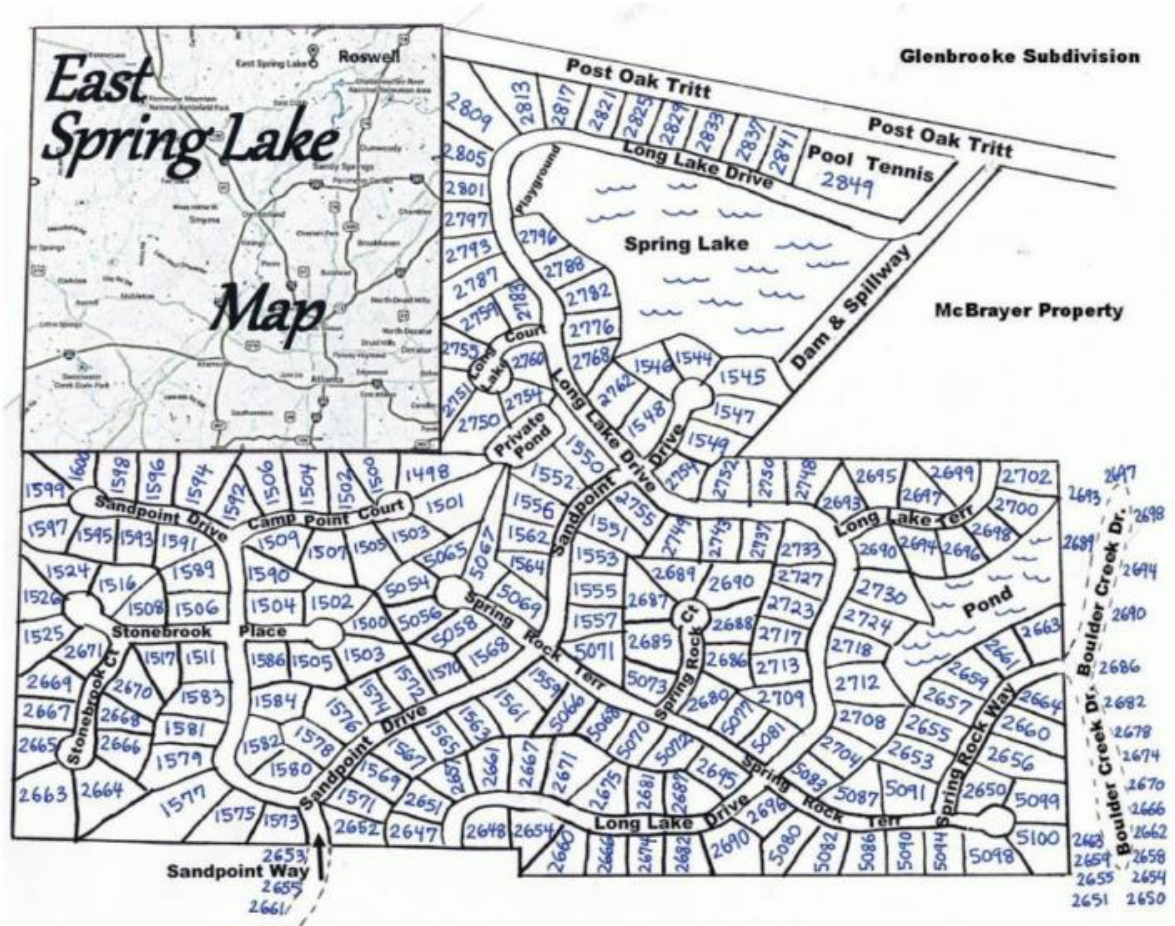
**New Neighbor Website/Social Media Access | 9**

**Pay my HOA bill | 12**

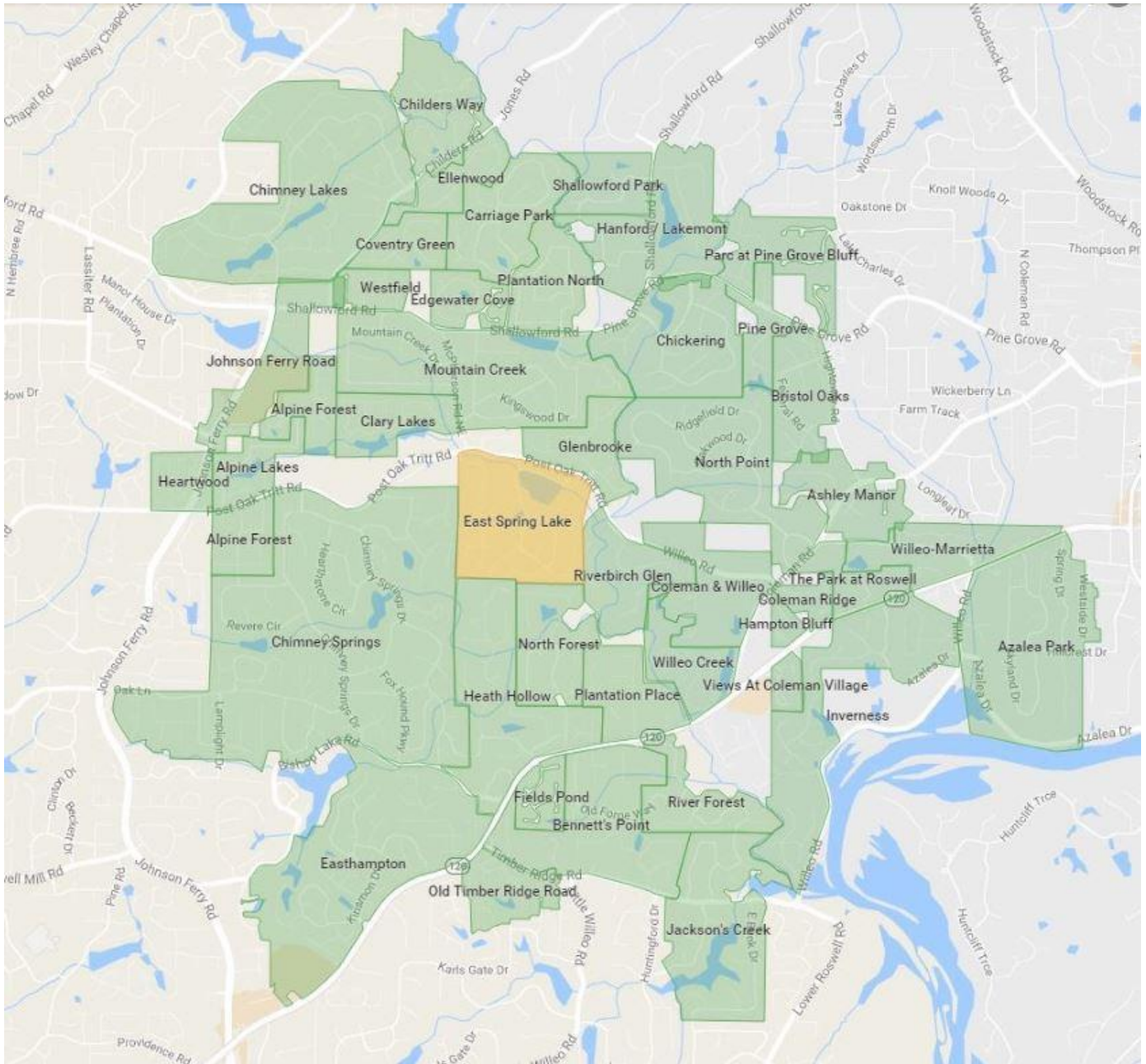
**ESL Pool Rules and Swim at Your Own Risk | 13**

**Homeside Properties, Property Management | 19**

# Welcome | ESL Street Map



# Welcome | Nearby Neighborhoods



# Welcome | Schools & Utilities

## Neighborhood Cobb County Public Schools

Tritt Elementary School	770-642-5630	<a href="https://www.trittelementary.com/">https://www.trittelementary.com/</a>
Hightower Middle School	770- 578-7225	<a href="http://www.cobbk12.org/HightowerTrail/">http://www.cobbk12.org/HightowerTrail/</a>
Pope High School	770-578-7900	<a href="http://www.cobbk12.org/Pope/">http://www.cobbk12.org/Pope/</a>
<b>These links come from the website:</b>		
		<a href="https://www.eastcobb.com/information/utilities/">https://www.eastcobb.com/information/utilities/</a>

## Electricity

Cobb EMC 1000 EMC Parkway Marietta, GA 30060	770-429-2100	<a href="https://cobbemc.com/">https://cobbemc.com/</a>
Georgia Power 1088 Concord Rd SE Smyrna, GA 30080	888-660-5890	<a href="http://GeorgiaPower.com">GeorgiaPower.com</a>

## Gas

**You can pick any gas company that services your area, so be sure to research the best rates and plans. Clark Howard can help, and also check out the Georgia Public Service Commission (GA PSC) price charts to find the best rates.**

Commerce Energy	1-866-587-8674	<a href="http://CommerceEnergy.com">CommerceEnergy.com</a>
Constellation Energy	1-877-677-4355	<a href="http://Constellation.com">Constellation.com</a>
FireSide Natural Gas	(678) 872-0250 1-866-517-0250	<a href="http://FiresideNaturalGas.com">FiresideNaturalGas.com</a>
Gas South	1-866-563-8129	<a href="http://Gas-South.com">Gas-South.com</a>
Georgia Natural Gas	(770) 850-6200 1-877-850-6200	<a href="http://GNG.com">GNG.com</a>
Infinite Energy	(770) 661-1870 1-877-342-5434	<a href="http://InfiniteEnergy.com">InfiniteEnergy.com</a>
Kratos Gas & Power	1-800-296-2203	<a href="http://KratosGP.com">KratosGP.com</a>
North American Power and Gas	1-800-319-4224	<a href="http://NAPower.com">NAPower.com</a>
SCANA Energy	(404) 760-6200 1-877-46-72262	<a href="http://ScanaEnergy.com">ScanaEnergy.com</a>

Stream Energy	1-866-543-4642	<a href="http://StreamEnergy.net">StreamEnergy.net</a>
True Natural Gas	(770) 502-0226 1-877-746-4362	<a href="http://TrueNaturalGas.com">TrueNaturalGas.com</a>
Walton EMC Natural Gas	(770) 267-2505 (706) 769-5622 1-866-936-2427	<a href="http://WaltonEMCGas.com">WaltonEMCGas.com</a>
<b>Water</b>		
Cobb County Water System	(770) 423-1000	<a href="http://CobbCounty.org">CobbCounty.org</a>
<b>Waste</b>		
<b>American Disposal Services</b> <i>This is the company the subdivision uses, so pickup can be on one day only. Ask them for the current negotiated rate for East Spring Lake Community, Roswell, GA</i>	<b>703-368-0500</b>	<a href="https://americandisposal.com/">https://americandisposal.com/</a>
<b>Phone</b>		
Ooma (inexpensive landline replacement for cord-cutters, uses your internet connection)	877-621-0515	<a href="http://Ooma.com">Ooma.com</a>
AT&T	(770) 690-0633	<a href="https://www.att.com/?source=&amp;WT.srch=1&amp;wtExtnDSource=a%20t6%20&amp;%20&amp;msclid=9d82bfb8972913a736a9e1a5e23d68c2&amp;gclid=CK76rd_PgucCFQH_DQodhcQO-A&amp;gclsrc=ds">https://www.att.com/?source=&amp;WT.srch=1&amp;wtExtnDSource=a%20t6%20&amp;%20&amp;msclid=9d82bfb8972913a736a9e1a5e23d68c2&amp;gclid=CK76rd_PgucCFQH_DQodhcQO-A&amp;gclsrc=ds</a>
Comcast	1-800-XFINITY (1-800-934-6489)	<a href="https://www.xfinity.com/learn/xfinity-internetplus-dp-central3?CMP=KNC-43700014337871324-MICROSOFT-74217147586926-c-comcast-e-Top_BR_Exact_Central&amp;gclid=CJ3d5dPOgucCFUPSg_QodnnUCnQ&amp;gclsrc=ds">https://www.xfinity.com/learn/xfinity-internetplus-dp-central3?CMP=KNC-43700014337871324-MICROSOFT-74217147586926-c-comcast-e-Top_BR_Exact_Central&amp;gclid=CJ3d5dPOgucCFUPSg_QodnnUCnQ&amp;gclsrc=ds</a>
Earthlink	1-866-226-0572	<a href="https://www.earthlink.net/">https://www.earthlink.net/</a>
<b>DO NOT CALL NATIONAL LIST</b>		<a href="https://www.donotcall.gov/">https://www.donotcall.gov/</a>
<b>Internet/TV</b>		

Google Fiber	Check to see if your address is eligible for Google Fiber here:	<a href="http://Fiber.Google.com/Atlanta">Fiber.Google.com/Atlanta</a>
AT&T 770-690-0633	770-690-0633	<a href="http://Att.com/shop/u-verse/gigapower.html">Att.com/shop/u-verse/gigapower.html</a>
Comcast Xfinity	1-800-XFINITY (1-800-934-6489)	<a href="https://www.xfinity.com/learn/xfinity-doubleplay-central?CMP=KNC-43700014337871324-MICROSOFT-74217147586927-c-comcast-e-Top_BR_Exact_Central&amp;gclid=CPLbwMfNgucCFYZvgQod8KklZw&amp;gclsrc=ds">https://www.xfinity.com/learn/xfinity-doubleplay-central?CMP=KNC-43700014337871324-MICROSOFT-74217147586927-c-comcast-e-Top_BR_Exact_Central&amp;gclid=CPLbwMfNgucCFYZvgQod8KklZw&amp;gclsrc=ds</a>
Earthlink – DSL / Dial Up	866-383-3080	<a href="http://Earthlink.net/access/">Earthlink.net/access/</a>
<b>TV Streaming</b>		
Netflix		<a href="http://Netflix.com">Netflix.com</a>
Amazon Prime		<a href="http://Amazon.com">Amazon.com</a>
Hulu		<a href="http://Hulu.com">Hulu.com</a>
Vudu		<a href="http://Vudu.com">Vudu.com</a>
YouTube		<a href="http://Youtube.com">Youtube.com</a>
<b>Newspapers</b>		
Marietta Daily Journal (MDJ)	Founded in 1866, the Marietta Daily Journal has a daily circulation of 17,000 copies and covers Marietta and Cobb County as well as some national and international stories.	<a href="http://MDJOnline.com">MDJOnline.com</a>
Atlanta Journal & Constitution (AJC)	Founded in 1868 as the Atlanta Constitution, the AJC covers Downtown Atlanta and the metro region with a daily newspaper.	<a href="http://AJC.com">AJC.com</a>

# Welcome | New Neighbor BIO

We're so glad you chose East Spring Lake; please contact one of our Welcome Committee members to schedule your orientation. Michelle Barnes [torytroy@aol.com](mailto:torytroy@aol.com) Jodi Godfrey [jodigodfrey@kw.com](mailto:jodigodfrey@kw.com). We'd like to get to know you better; please complete the questionnaire below before we meet.

Address \_\_\_\_\_

Name 1 \_\_\_\_\_

Email \_\_\_\_\_

Cell phone \_\_\_\_\_ Occupation \_\_\_\_\_

Hobbies \_\_\_\_\_

Favorite Sports team college/pro? \_\_\_\_\_

Name 2 \_\_\_\_\_

Email \_\_\_\_\_

Cell phone \_\_\_\_\_ Occupation \_\_\_\_\_

Hobbies \_\_\_\_\_

Favorite Sports team college/pro? \_\_\_\_\_

Child \_\_\_\_\_ Age \_\_\_\_\_ School \_\_\_\_\_

Child \_\_\_\_\_ Age \_\_\_\_\_ School \_\_\_\_\_

Child \_\_\_\_\_ Age \_\_\_\_\_ School \_\_\_\_\_

Pets \_\_\_\_\_

Moved from \_\_\_\_\_

**Why did you choose East Spring Lake as your new neighborhood?**

\_\_\_\_\_

Do you know any residents in ESL? \_\_\_\_\_

I/we would be interested in meeting people in ESL that like to: \_\_\_\_\_

# Welcome | ESL HOA Board v. 1/13/20

**We encourage all new residents to get involved by attending social events, joining social media, participating in neighborhood volunteer opportunities, and attending HOA meetings.**

## **ESL HOA Board**

### **HOA Officers (VOTING):**

**President 2019-2021:** Doug Gibeaut

**Vice President 2019-2021:** Janet Freeman

**Membership 2018-2020:** Susan Lynch

**Pool 2018-2020:** TBA

**Grounds 2019-2021:** Mark Needle

**Social 2018-2020:** Tim Wynkoop

**Treasurer 2019-2021:** Chris Haldeman

**Secretary 2019-2021:** Jennifer Riker

**Tennis 2019-2021:** Kirk Wilkerson

### **HOA Committee Chairpersons: (NON-VOTING):**

**Swim Team:** TBA

**Newsletter:** Mary Schoppman

**Clubhouse:** Jessica Kalina and Clint Hodges. Email reservation request to ESLClubhouse1@gmail.com

**Website/Social Media:** Kyle Johnson and Erin Secor

**Welcome:** Michelle Barnes and Jodi Godfrey

**Children's Social:** Fernanda Hodges and Alyne Barbosa

**Dam Committee:** Eric Schoppman, Geoff Seguin, Dan Holland, Carolyn Seabolt, Chad Lanier, Doug Gibeaut, Mark Needle, and Mick Chiofalo

**Capital Reserve Analysis (CRA/Community Projects) Committee:** CHAIR TBA,  
Chris Haldeman, Dan Holland

**Security:** TBA



# Welcome | [ESL Website & Social Media](#)

## Get Connected.



HOW CAN WE REACH YOU? LET US COUNT THE WAYS.

FACEBOOK  
INSTAGRAM  
TWITTER  
NEXTDOOR  
ESL WEBSITE  
EMAIL  
SNAIL MAIL

PLEASE CHECK  
YOUR ACCOUNTS  
REGULARLY FOR  
IMPORTANT MESSAGES  
FROM ESL.

# Welcome | [ESL Website &](#)



## Social Media

Visit [eastspringlake.com](http://eastspringlake.com) and click the link: **Homeside Properties**

**You will find our neighborhood phone directory, documents, and calendar on the Homeside link.**

1. Each adult in the family should register separately for an account (so you each can receive email communications). **Click "Register"** in the top right of your screen and complete the information requested.
2. Wait a day or two for an approval email (also check your spam folder) that contains a link to enter a temporary password which will activate your account. Log back in and enter your temporary password in all UPPERCASE letters, and change to your desired password.

Visit [eastspringlake.com](http://eastspringlake.com) and click the link: **Homeside Properties**

Account # \_\_\_\_\_

Username \_\_\_\_\_ Password \_\_\_\_\_

Username \_\_\_\_\_ Password \_\_\_\_\_

Visit [eastspringlake.com](http://eastspringlake.com) and click the link: **TownSq PayBill/ View Your Account**

Follow the directions at: <https://tinyurl.com/ESLpaymybill> \* or page 12 in this welcome package, **to first register for an account.** Once registered, you may view your balance due or pay an invoice through the TownSq mobile app or website:



**TownSq Login at [app.townsq.io/login](http://app.townsq.io/login)**

Account # \_\_\_\_\_

Username \_\_\_\_\_ Password \_\_\_\_\_

Username \_\_\_\_\_ Password \_\_\_\_\_

\*alternate TownSq registration instructions link:

[https://docs.google.com/document/d/1\\_wX0wv4OqfsbIWEMwFC5KY4ACU4bBDug9garGvK9S2U/edit?usp=sharing](https://docs.google.com/document/d/1_wX0wv4OqfsbIWEMwFC5KY4ACU4bBDug9garGvK9S2U/edit?usp=sharing)

# Welcome | [ESL Website & Social Media](#)



Visit <https://nextdoor.com/join>    ESL's Invite Code: WQYANF

Nextdoor.com is a website and a mobile app. It allows you to communicate within your own neighborhood and nearby neighborhoods. If your cell phone billing address is not yet re-established in East Spring Lake, you'll need Nextdoor to verify your residency. How? Nextdoor will send you a postcard to your new ESL address, and then you'll be able to sign up with the code on the postcard.)

## Nextdoor.com Login

Username \_\_\_\_\_ Password \_\_\_\_\_

Username \_\_\_\_\_ Password \_\_\_\_\_

---



## Be Social: Three More ways to Connect

<https://www.facebook.com/eastspringlake>

<https://www.instagram.com/eastspringlake>

<https://twitter.com/EastSpringLake1>

# Welcome | Pay my HOA Bill

## What is TownSq and why do I need to register for it?

Homeside, our Property Management Company, is using TownSq to manage our homeowner accounts and payments. In the future, TownSq will be rolling out other features. If you plan on viewing your transaction history or making a payment electronically via the community website offered by Homeside (echeck, debit card, credit card), you need to register for TownSq.io access (yes that's a web address). There is no fee to register with TownSq.io, just follow the onboarding steps below.

## To register\*

1. Find your Homeside account number. If you can't find it, contact anyone at the **Homeside Properties office, 678.297.9566**. They can easily provide you this information by searching your address. Alternatively, you can contact our community manager, **Christy Barber, cbarber@homesideproperties.com**.
2. Go to [townsq.io](https://townsq.io), click on "Sign in Now", then "Need to Register"
3. Complete the short form, including account number, email address, and property zip code
4. You should receive an immediate welcome email confirming your registration. You will then be prompted to confirm registration via the email you receive.

**\*Note:** For those who have been receiving TownSq announcement emails, you have been pre-registered – you simply need visit [townsq.io](https://townsq.io) and select “forgot password”, enter your email, and you’ll be sent a reset password link to the email you provided.

## To Pay [Please read through all, as fees\*\* are incurred with some payment methods]

- **Mail Payments via Postal Mail** – No change to the process, **no fee incurred**. Mail your payment to: **East Spring Lake HOA, c/o Homeside Properties, PO Box 907, Commerce, GA 30529** Allow 7-10 days transit time.
- **Bank Online Bill Pay** – No change to the process, **no fee incurred**. Direct your bank to mail payment to: **East Spring Lake HOA, c/o Homeside Properties, PO Box 907, Commerce, GA 30529** Allow 7-10 days transit time.
- **Office Drop off payments** – No change to the process, **no fee incurred**, **Homeside Properties, 2555 Westside Parkway, Suite 600, Alpharetta, GA 30004**
- **Community Website one-time E-Check Payment\*\*** – Submit payments through TownSq.io website or mobile app. **No transaction fee through March 30, 2020, thereafter \$2.95/per transaction.**
- **Community Website one-time Credit Card\*\*** – Submit payments through TownSq.io website or mobile app. **No transaction fee through March 30, 2020, thereafter \$2.95/per transaction, plus a 3.5% surcharge fee already in place.**
- **Recurring/Auto Payments\*\*** – Submit payments through TownSq.io website or mobile app. See description above for Community Website one-time E-Check and Community Website one-time Credit Card payments and fees.

# Welcome | ESL Pool Rules

1. The ESLHA swimming pool and the pool area shall be reserved for use by its authorized members and guests (the pool area is defined as the area within the fences and gates).
2. Guests are restricted to persons not living in ESL, with the exception that residents of ESL who are not members of ESLHA or whose membership dues are not current are restricted to use of the pool as guests of an authorized member, but such guests are limited to one pool visit per month.
3. Only members whose dues are paid for the current year are authorized to swim in the pool.
4. Access to the pool for swimming is only permitted when an authorized lifeguard is present. (See item 28 for Swim At Your Own Risk Rules and Release Form)
5. The lifeguard is in complete charge of conduct in and around the pool. The lifeguard is there for your protection. No verbal abuse or threats will be tolerated, and abuser's pool privileges may be suspended. The lifeguard has the authority to demand that individuals leave the pool area for violating any of these rules. Multiple offenses will be referred to the Board for determination of the appropriate disciplinary action as defined in the Bylaws. Please direct any complaints to the Pool chairman.
6. Swimming apparel is limited to commonly accepted standards. Cutoffs are not allowed.
7. Glass containers of any type are not permitted in the pool area.
8. Smoking is not permitted inside the pool area as defined by the fence. The ESLHA members ask that all smokers be considerate of neighbors and small children regarding secondhand smoke.
9. Persons suffering from an infectious illness or with open wounds are not permitted in the pool.
10. Aggressive behavior by any member or guest is, at the determination of the lifeguard, subject to removal of the member or guest from the pool area. No running, pushing, or rough housing is allowed in the pool area.
11. No alcoholic beverages are permitted within the pool area.
12. No weapons of any kind are permitted within the pool area.
13. Pets and other animals are not permitted in the pool area.

# Welcome | ESL Pool Rules continued

14. On the hour, a 10-minute rest period will be in effect, during which time the pool will be cleared of non-adult swimmers under the age of 18. During the rest period underage swimmers departing the main pool shall not

occupy the smaller pools. The smaller pools are reserved for children under the age of 6 that are accompanied by a parent or adult guardian.

15. Only infants or non-swimmers under the age of 6 accompanied by a parent or adult guardian are allowed in the baby pool.

16. Diving is permitted in the deep end of the pool only. No diving to the ropes is allowed. No aggressive diving from the board is allowed, and no diving from a poolside structure other than the diving board or pool apron is permitted.

17. No swimming in the diving well or landing area. Please clear the area immediately after a dive so that others may dive safely. Diving off the board while swimmers remain in the landing area is not permitted.

18. Only one person at a time is allowed on the diving board.

19. Floatation devices approved by the lifeguard and pool manager are allowed. Please avoid the use of flaking or otherwise deteriorating Styrofoam products in the pool.

20. Please do not distract the lifeguard, except to check on safety issues in the pool.

21. All members or guests are expected to treat the pool facilities with care and to respect the rights and differences of other members in the pool area.

22. Children under the age of 10 must be accompanied by an adult recreation member or any authorized guardian or baby-sitter who has passed the swimming proficiency test. Baby-sitters must be 16 years of age or older, and must have written consent of the parents bring a child into the pool area. This permission should be presented to the lifeguard when checking into the pool area. Children with a baby-sitter are not allowed in the pool without the accompaniment of the sitter.

23. Persons between ages 10 and 18 must pass a swimming proficiency test to be given by the lifeguard. Persons not able to pass this test must be accompanied while at the pool by a recreation member or an authorized baby-sitter. Children that want to use the diving board or go into deep water need to pass a swimming proficiency test to be given by the lifeguard. This test requires that the child swim the width of the deep end without assistance before they can use the diving board or enter the deep water end of the pool.

# Welcome | ESL Pool Rules continued

24. Recreation members may bring a reasonable number of guests to the pool during the year. What is reasonable will be determined by the degree of usage that the pool experiences. Please have the courtesy not to abuse the lack of an absolute limit on the number of times you invites guests to the pool. If, however, the pool is crowded, please entertain your guests at your home. Final authority to enforce the spirit of this rule will be made by any member of the ESLHA Board. All guests must be accompanied at the pool by the recreation member. Non-member residents of ESL may not be admitted to the pool area.

25. Members must sign-in upon entering the pool area verifying their name is on the list of Recreational Members in good standing with access rights to the amenities. Telephone numbers of guests must also be registered (for safety reasons). Pool rules should be reviewed with the guests, and non-swimmers identified to the lifeguard. This item has been replaced by an annual pool key issuance.

26. Absolutely no playing, climbing or swimming on or in any of the decorative rock work or waterfalls is allowed. Sliding down the waterfall is not permitted. No one under the age of 19 is allowed in the Jacuzzi unless accompanied by an adult.

27. Disposable diapers may not be worn in the pool. Plastic pull-up that catches all solid wastes should be worn by young children under their swimwear.

## **28. Addendum to the swimming pool rules for “Swim At Your Own Risk” (“SAYOR”) participants:**

(a) SAYOR is only available to authorized members of ESLHA (no guests at any time) who have executed the SAYOR Release Agreement, who are listed as SAYOR participants on the SAYOR list posted in pool area, who have paid a deposit of \$50.00 (refundable when the Key is returned), and who have been provided a means to secure access to the pool area (such as a key or a combination to a lock) by the pool chairperson.

(b) At least one member of the household with SAYOR privileges accessing the pool during SAYOR hours must be an adult and is an accomplished and qualified swimmer, versed in rescue measures and CPR, hereinafter referred to as “accomplished swimmer.”

(c) To ensure the proper use of the pool during the SAYOR hours, ESLHA asks that participants familiarize themselves with the schedule and pool rules and courtesy requests established for the current year. The rules are in place for the safety of our homeowners to provide for the expanded use and enjoyment of the pool by those who are responsible and desire to use the pool when the lifeguard service is not scheduled.

# Welcome | ESL Pool Rules continued

(d) The pool is NOT available for SAYOR at any other times than those listed below, and the ESLHA Board shall strictly enforce this rule. Each SAYOR member shall sign in on the SAYOR sign-up sheet when arriving and sign out when leaving.

(e) Participants using the pool during SAYOR hours shall not open the gate for individuals trying to access the pool without an authorized means of access.

(f) SAYOR participants agree to take reasonable measures to prevent access to the pool and pool area within the fences and gates to persons without approved and authorized access, including but not limited to, all persons not listed on the approved SAYOR list as posted inside the fenced pool area, and upon an unsuccessful attempt to prevent said access by unauthorized persons, PARTICIPANT agrees to depart the pool area immediately and call security as provided by ESLHA, or in the event that security is not available, the Cobb County Police Department, and stand as a witness in the prosecution of said persons for trespass; and if the participant is unwilling to prevent entry of unauthorized persons or remains in the pool area in the presence of unauthorized persons, then the participant accepts liability for the injury of the unauthorized person(s), damage to ESLHA property, and is in violation of the SAYOR rules.

(g) SAYOR participants that are present when ESLHA property is damaged during the use of the pool shall be responsible for their repair or replacement (whichever is appropriate).

(h) SAYOR participants agree that lap swimming shall have priority over any other use in the main pool, and that wading or playing in the pool shall not conflict with participants that are lap swimming.

(i) The means of access to the pool area for SAYOR participation shall not be transferred, lent, or passed on in any manner to another person or party without the authorization of the pool chairman, and any violation or breach of these rules shall be subject to the loss of pool privileges for the current year. The means of access shall be kept confidential between the SAYOR participant(s) and the pool chairman

(j) The hours of SAYOR availability are as follows: Please check on [eastspinglake.com](http://eastspinglake.com) for hours for the current swim season.



# Welcome | ESL Pool Rules SAYOR Contract

1. I have read and agree to the above ESL Pool rules.
2. I understand that using the pool during Swim At Your Own Risk (SAYOR) hours is a privilege.
3. I understand that violating any of these rules will affect my household's use of the pool during Swim At Your Own Risk times as determined by the ESLHOA Board and published at eastspringlake.com.
4. In addition, I will be required to return my key and can lose my \$50.00 deposit for the violation of any of these rules.
5. I understand that the key I have received is identified by my lot number and address, and my deposit will be refunded when the key is returned.
6. I understand that I cannot hold East Spring Lake Homeowners Association responsible for my safety or the safety of my household members during the Swim At Your Own Risk hours, and I accept responsibility for myself and the other household members that I might bring to the pool during these times.

Signature \_\_\_\_\_ Date \_\_\_\_\_

NAME OF HOMEOWNER(S) AS LISTED ON WARRANTY DEED

\_\_\_\_\_  
\_\_\_\_\_

ADDRESS \_\_\_\_\_ LOT NUMBER \_\_\_\_\_

EMERGENCY PHONE CONTACT INFORMATION \_\_\_\_\_

\_\_\_\_\_

NAMES AND AGES OF OTHER HOUSEHOLD MEMBERS:

# Welcome | ESL Pool Key

**Pool Key distribution is an annual event held in April.**

The pool opens just before Cobb County Schools end in May, and closes just after school returns in August. ESL Pool Hours, Swim At Your Own Risk\* Hours, and Swim Meets will be posted on the website and distributed via email, just before the pool opens.

There are two locks on the pool gate that require 2 different keys.

## **Lifeguard on Duty Key:**

This key is given out annually to residents who are current on their HOA dues, fees, and assessments. This key changes each year.

**\*No Lifeguard on Duty/SAYOR Key:** This key is a permanent key; it does not change each year. This key is called a **\*SAYOR** key, or Swim at Your Own Risk key, and it allows you to swim certain SAYOR hours when there is no lifeguard on duty. The Pool Chair maintains a list of residents who have left a \$50 deposit and signed "Swim at Your Own Risk" forms.

***If you are new to our community, you may obtain one or two of the pool keys in April.***

# Welcome | Homeside Properties

## Property Management FAQs

### Q. Who is Homeside Properties?

A. Homeside Properties is East Spring Lake's professional property management company. Since 1998, Homeside has provided professional management services to community associations throughout the metro-Atlanta area and beyond. They are part of a larger group called Associa. Their goal is to provide exceptional service and to help protect your property value while promoting a sense of community. Your dedicated community manager is highly skilled and credentialed, supported by a full team of assistants, collection specialists and financial support staff.

### Q. What is a Homeowners Association, HOA?

A. The homeowners comprise the association, which is represented by a board of directors elected by the owners. Membership in the association is mandatory and comes with buying property within the community. Each HOA is subject to its own governing documents – the Covenants and By-Laws. Homeside Properties is a partner in the management of the community, and takes its direction from the board of directors.

### Q. Who is on the HOA Board

A. The board of directors is elected by the residents of our community. Board members are volunteers, they are our neighbors, and they represent all homeowners to ensure the best care is taken to maintain, enhance, and protect the community. You will find a listing of the ESL board on our website, <https://homeside.cincwebaxis.com>.

### Q. What is each homeowner's role?

A. Homeowners are the community! You can get involved by running for the board, joining a committee, volunteering to help out with events, and attending the annual meeting. Your vote determines who will be elected to the board to represent all residents. In addition, each owner shares in the costs of running the association and is responsible for ensuring that their property is kept in great shape.

## Management Services & Community Website

**Q.** Who can assist me with questions related to the website, such as login issues or difficulty locating a specific item?

**A.** Our friendly receptionists can assist you with this! They can reset passwords, direct you to information, assist you in linking additional properties, and walk you through navigating the site. Give them a call at **(678) 297-9566**.

**Q.** Where can I find ESL documents?

**A.** Documents related to the operation of the community are available 24x7 via the **Homeside link from <https://eastspringlake.com>**. Register first at <https://www.homeside.cincwebaxis.com>; then once you get your email confirmation, log back in to gain access to documents such as governing documents, monthly association financial statements, newsletters, meeting minutes, and much more.

**Q.** How do I make reservations for the ESL clubhouse and tennis courts?

**A.** Clubhouse reservations are managed by our ESL Clubhouse Chairperson, not by Homeside Properties. Please email **ESLClubhouse1@gmail.com** for more information. Tennis courts may be reserved on **<https://www.reservemycourt.com>**. Contact the ESL Tennis Chairperson for more information.

## Maintenance & Architectural Modifications

Homeside Properties offers both an in-house maintenance division, Associa OnCall, and a full-time Architectural Control Committee (ACC) coordinator to help owners properly maintain their property in the community.

**Q.** Where can I find the Rules & Regulations for East Spring Lake?

**A.** You may find them, along with other important materials, under “Documents” on our website, **<https://eastspringlake.com>**.

**Q.** I received a violation letter regarding my property, how can I respond or provide evidence to the association that the issue has been corrected?

**A.** Providing updated information to the association regarding a violation issue is easy! Simply login to Homeside, through your community’s website **<https://eastspringlake.com>**, and upload a note and picture about the violation from the ‘Violations’ section on the left side of the homepage. This message goes directly to the community association manager for your association.

**Q.** I am planning to make architectural modifications to my home, is there a specific department I should speak

**with at Homeside?**

**A.** Yes, our Architectural Change Committee [ACC] Coordinator is always available to take homeowners step-by-step through their community's application and modification process. Your community's forms and process information are always available on Homeside, through ESL's website, <https://eastspringlake.com>. The ACC Coordinator may be reached at **(678) 248-8843 or [acc@homesideproperties.com](mailto:acc@homesideproperties.com)**

**Q.** Can you provide us a list of most called contacts at Homeside?

**A.** Your current support team at Homeside:

**Community Manager** Christy Barber 678-248-8821 [cbarber@homesideproperties.com](mailto:cbarber@homesideproperties.com)

**Assistant Manager** Roxanne Sanderson 678-248-8828 [rsanderson@homesideproperties.com](mailto:rsanderson@homesideproperties.com)

**Director of Operations** Bruce Hayworth 678-248-8819 [bhayworth@homesideproperties.com](mailto:bhayworth@homesideproperties.com)

**Maintenance Issues** [maintenance@homesideproperties.com](mailto:maintenance@homesideproperties.com)

**Architectural Control Committee** [acc@homesideproperties.com](mailto:acc@homesideproperties.com)

**Account Questions** [myaccount@homesideproperties.com](mailto:myaccount@homesideproperties.com)

**Closing/Information Letters** [carchives@homesideproperties.com](mailto:carchives@homesideproperties.com)

**Q.** What is Homeside's Street address, Main Number and Fax Number?

**A.**

2555 Westside Parkway, Suite 600  
Alpharetta, GA 30004  
(678) 297-9566 Ext. 188 Office  
(678) 297-9491 Fax  
[www.homesideproperties.com](http://www.homesideproperties.com)