

## REGARDING POOL ACCESS / CARDS - IMPORTANT NOTICE

Dear Resident,

Please note that if you are having trouble accessing the pool (card not working, lost card, missing card, needing additional card) the fastest way to have your issue resolved is to do the following:

1. If you have a card that does not work, write down the entire card number on the card.
2. EMAIL - [fwreservations.tx@fsresidential.com](mailto:fwreservations.tx@fsresidential.com) the following information:
  - a. Your name
  - b. Your community name
  - c. Your complete address - physical
  - d. Indicate whether you own or rent the property
  - e. Your phone number
  - f. Whether you need a replacement or extra card, or have a card that does not work (provide card number)
  - g. Mailing address if you want card mailed to you (after payment received if applicable)

If you call or email the property manager directly your request gets routed to the pool card desk which takes additional time.

Emailing your request directly to [fwreservations.tx@fsresidential.com](mailto:fwreservations.tx@fsresidential.com) expedites the process.

Additionally, you have the option to come to our new office in person and have your card re-programmed or have a new one issued.

Our offices are located at:

FirstService Residential  
9800 Hillwood Parkway - Suite 210  
Fort Worth, Texas 76177

This is just off Heritage Trace (east of Interstate 35W) across from Kroger

Our hours are Monday through Friday 8:30am to 5:30pm  
(pool card issues need addressed by 5pm if coming to our office to allow time for programming before office closes)

**NOTE! If you are a relatively new resident and your Title Company has not provided us your information and informed us you have moved in the home, you will not be in our system. To verify ownership in the meantime, we will need a copy of warranty deed or other proof of ownership.**