

MARINE CREEK MEADOWS

H o m e o w n e r s A s s o c i a t i o n

MCM Pool System and Access Update

We wanted to provide an update for the new gate security system at our pools. All access issues that the HOA has been made aware of are now corrected and all new key cards that have been requested are set to be delivered this week. When testing your key card, if the light on the pad turns from red to green then your card is working. The Marineway pool had to have some hardware replaced in the handle, so you may have to pull in on the door just a little bit before pushing it open once the light turns green. Once the door gets a little more use, then it will start to open as normal. We are also in the process of updating the internet at both pools to fiber. The Spoon Drift pool was completed last week, and we hope to have the Marineway pool completed this week. The issues that we have been experiencing with the gate system were due to the information on the file that was downloaded out of our old system with Orion not being correct and had to be cleaned up in the new system with Isonas, combined with internet connection issues.

Moving forward, we will not see these issues as our new gate security system is an upgraded system and having the fiber at the pools will help with the internet connectivity. We apologize for the inconvenience that anyone has experienced while we work through these issues and appreciate your patience. If you are still having issues with your current key card, Stefanie Throneberry will be at our neighborhood playground behind the Marineway pool on Monday evening at 6:00 pm for our Neighborhood Watch meeting and will also be able to assist anyone who is still experiencing key card issues. If you are not able to attend the meeting, you can send an email to BoardofDirectors@marinecreekmeadows.com with a picture of your current key card to show the key card number, your address and the name your homeowner account is under. If you need to request a new key card, you can do that at the below link. Please reach out with any questions.

<https://www.marinecreekmeadows.com/homeowner/online-forms/pool-access-request.aspx>

Contact the Property Management Company
Ryan@legacysouthwestpm.com

Contact the HOA Board of Directors:
BoardOfDirectors@marinecreekmeadows.com

www.marinecreekmeadows.com